

Whitestone Hospitality Management

Job Description – Guest Room Attendant

Position: Guest Room Attendant
Reports To: Head Housekeeper/Facilities Manager

Requirements: High School diploma or higher level education.
1 year Housekeeping experience or Laundry experience

General Responsibilities

- Responsible for the cleanliness of the hotel including: guest rooms, hallways, and all public areas of the hotel in accordance with brand standards and hotel procedures.

Primary Functions:

Quality:

- Guest Service: Ensure that the hotel meets/exceeds Whitestone and Brand standards for guest satisfaction.

Leadership:

- Work Ethic: Demonstrate a high level of integrity, take ownership of personal and team actions, communicate effectively, promote collaboration, nurture a positive, professional work environment, and adhere to Whitestone's Standard Operating Procedures.

Specific Responsibilities:

- Provide a clean and safe environment for guests
- Proactively maintain assigned areas and equipment
- Clean, dust, vacuum common areas and rooms
- Change bed linens, clean bathrooms
- Ensure efficient completion of daily assignments in a timely manner
- Use supplies efficiently
- Stock cart properly with room supplies
- Report all safety and housekeeping concerns to management
- Attend and participate in all mandatory trainings
- Flexible with schedule and assignments
- Knowledge and completion of property cleaning procedures
- Maintain effective performance under pressure
- Follow proper procedures for lost and found items
- Follow guest safety procedures
- Follow guest requests, ie do not disturb signs, change of linen or terry
- Acknowledge and greet guests in public spaces
- Review daily inventory of supplies needed to complete assignments

- May perform similar duties as requested by supervisor

Optimum Attributes:

- ✚ Good customer service skills
- ✚ Ability to work independently and with others
- ✚ Good communication skills
- ✚ Attention to detail
- ✚ Ability to frequently lift/carry up to 15 lbs.
- ✚ Ability to occasionally lift/carry up to 35 lbs.
- ✚ Ability to multi task
- ✚ Displays good initiative

✚ **Performance standards:**

- Performance shall be measured by budgeted REVPAR, MSI Index, Guest Service Index (GSI) and the Associate Standard Index (ASI). For the _____ hotel, the budgets are as follows:

- REVPAR _____
- MSI INDEX _____
- GSI _____
- ASI _____