



Job Title: Room Attendant

Department: Rooms Division

Reports to: Housekeeping Supervisors and Housekeeping Manager

Role Purpose:

The Room Attendant ensures that all guest rooms and common areas of the resort are well maintained and clean to provide a comfortable stay for all. This role works as part of a unified team to provide consistent and timely housekeeping services to all in-house and arriving guests.

- **Technical Skills:**

- Organize and prepare supplies for daily duties
- Complete daily servicing for up to 11 guest rooms + Ocean Villas
- Cleans all areas of guest rooms including, bathroom, bedrooms, seating areas and patios
- Changes all linens including sheets, duvet covers, pillowcases and towels
- Replenishes used guest amenities
- Answers guest requests efficiently on the floor
- Gathers laundry and transports to the laundry room when needed
- Clean additional guest and staff areas as needed
- Load dishes into dishwasher
- Restock housekeeping carts
- Sort laundry, load machines, transport loads and unload laundry
- Loading and unloading laundry bins
- Monitor linens levels and replenish as necessary
- Follow through on completing all checklist items and duties
- Appropriately tags and passes on lost & found items to front desk
- Use internal phone system and record messages
- Utilize the forms and follow proper procedures for scheduling and availability
- Complete additional tasks as directed by the managers and supervisors

- **Soft Skills:**

- Communicate with colleagues and across departments clearly and effectively
- Has a sense of self-leadership. Is able to accept responsibility for their actions and is held accountable for their work
- Has a level of self-awareness which allows them to communicate with colleagues openly and without defenses
- Actively participate and engage in team pre-shift meetings



- Uses their attention-to-detail to catch, what otherwise might be overlooked
- Manages their time, attention and resources effectively
- Shares their unique strengths with the team and bring diversity to the team
- Feels empowered to make decisions and is confident in their decision-making abilities
- Has an open-mind and is willing to learning new skills and take on new responsibilities

Working Conditions/Physical Demands:

- Frequent indoor work with some outdoor service required
- The ability to perform physical work including standing and walking for long periods of time

How This Feels:

*In this role you feel...*trusted, accountable, dedication and pride.

*In your presence others feel...*dependence, respect, gracefulness and teamwork.

Pay Scale:

Starting Hourly Wage	Completion of Probationary Period	After 1 Year	After 2 Years	After 3 Years	After 4 Years	Cap
\$15.00	\$15.50	\$16.00	\$16.50	\$17.00	\$17.50	\$18.00

Acknowledgement

I, _____ acknowledge that I have read, understand and accept the job description and agree to meet and fulfill my duties in the role outlined above.

Signature

Date (MM/DD/YY)