

**Job Description\***

**Job Title** Laundry Attendant

**Department** Hotel

**Reports To** Housekeeping Supervisor

**FLSA Status** Non-Exempt

**JOB SUMMARY**

The Laundry Attendant performs routine duties in cleaning and servicing of hotel laundry. Promotes a positive image of the property to guests and must be pleasant, honest, friendly and able to address guest requests and problems. Represents the hotel to the guests and visitors throughout all stages of the guest’s stay. Assists guests in a courteous, efficient, timely, polite and professional manner. Works closely with other departments of hotel and Casino in providing assistance to the guests and their requests, keeps room statuses updated, and notifies housekeeping supervisor and maintenance staff when repair work is needed. Assists with maintaining guest, guest room and key security.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Promote an open, friendly and high level of service to the hotel, restaurant and fellow team members. Provide a supportive team atmosphere.
2. Sort laundry into specific classifications for preparation of washing, treat stains with cleaning chemicals, load washers and dryers with laundry, correctly identify and choose pre-programmed machine settings, start and stop washer and dryer equipment, unload, fold, store and distribute clean laundry.
3. Examine laundered items to ensure cleanliness and serviceability
4. Aids in effective communication within Housekeeping department; conducts daily inventory of supplies.
5. Checks and maintains chemical injection system and performs minimal maintenance within laundry area.
6. Deliver clean linens to the guest room floors as needed.
7. Vacuum, sweep, mop, dust, clean, sanitize and organize all laundry equipment and areas including shelves in the housekeeping and laundry areas.
8. Maintain inventory of all laundry cleaning supplies and communicate needs to supervisors.
9. Assist with keeping hallways, laundry, linen and housekeeping areas free of obstructions, debris and hazards.
10. Report equipment damage to Supervisor, Manager or Maintenance staff.
11. Track, report, repair or remove stained or torn linen as needed, maintain discards logs up to date.
12. Promptly deliver linen requests to housekeepers/room attendants thought out the day.
13. Read and respond to memos and bulletin board postings, keep aware of daily activities, events and meetings taking place at the hotel and restaurant.
14. Stock and replenish linens, amenities and other supplies in housekeeping and linen storage areas.
15. Report items found in laundry and other areas of hotel to supervisor, and/or tag and deliver found items to housekeeping or manager’s office.
16. Responsible for proper use and security of “Pass Key” during assigned shift, insuring key is turned in at end of shift to appropriate staff member.
17. Answer guest questions regarding hotel, restaurant, Casino and property facilities and insure that adequate information is provided.
18. Respond to customer and guest concerns, complaints or questions directly in a courteous, efficient, timely, polite and professional manner. Follow-up by conveying guest’s concerns or complaints to appropriate supervisor or Department head.
19. Correctly and efficiently operate equipment such as washers, dryers, vacuums, telephones and two-way radios.
20. Assist all other departments and staff to ensure and provide a high level of service to the guests.
21. Assist and aid in the completion of projects with other staff as assigned.
22. Keep supervisors and Director of Hotel Operations appraised of any safety concerns. Take immediate action with regard to conditions threatening the life or safety of any person or property.
23. Assist supervisors and Director of Hotel Operations in enforcing the Casino and Hotel’s policies, procedures, rules and regulations and other tasks as may be assigned.
24. Report any illegal activities or unusual requests or occurrences to the appropriate supervisor, department head and/or Director of Hotel Operations.
25. Establish and maintain cooperative, trustworthy, directional working relationships with other employees.

**QUALIFICATION REQUIREMENTS**

1. High School diploma or GED preferred.
2. Previous laundering experience (preferably in a hotel environment) desired however experience in other cleaning or sanitation positions maybe substituted; must possess basic communication skills.
3. Must be able to speak, read and understand simple instructions in the English language. Able to understand and respond to inquiries or complaints from others.
4. Ability to successfully pass background check and maintain Class II gaming license issued by the Washington State Gambling Commission.
5. Ensure compliance with The Port Gamble S’Klallam Tribe of Indians-State of Washington Gaming Compact, Minimum Internal Controls, NIGC regulations, OSHA, local, state & federal Life Safety Codes, the Noo-Kayet and The Point Casino Policies and Procedures.
6. Ability to work flexible hours, varied schedules and at times, a six-day work week; to work under stress and with patience and tolerance as a means to maintain sufficient operational coverage.
7. Work directly with guests, customers and employees, providing information and assistance on a daily basis.
8. The Point Casino and Hotel expects the Laundry Attendant to dress in appropriate housekeeping attire. Because this position will interact with customers, clients, and the public, appropriate housekeeping attire is essential. Housekeeping attire for men includes uniform shirts and pants appropriate to a formal housekeeping environment. For women, housekeeping attire includes uniform blouse, pants or skirts appropriate to a formal housekeeping environment. Approved closed toe, non-slip safety shoes are mandatory, sandals or open toe/open heel shoes are not allowed.
9. Maintain a consistent, regular attendance record.
10. Understand, train on and comply with all safety and emergency policies and procedures. Follow safe work practices and accident prevention policies and procedures. Report any unsafe work conditions to appropriate supervisor, department head and/or Director of Hotel Operations.
11. Must be reliable and punctual.
12. Ability to work well under pressure while being detail oriented.

**PHYSICAL REQUIREMENTS**

1. Frequently exerting up to fifty pounds of force and/or a negligible amount of force to lift, carry, push, pull, or otherwise move objects, including the human body.
2. Involves heavy lifting. Exerting up to 40 pounds of force.
3. Frequently involves standing for sustained periods of time.
4. Occasionally requires crouching.
5. Often requires walking or moving about to accomplish tasks.
6. Constantly requires working with fingers rather than with the whole hand or arm.
7. Constantly requires the ability to receive detailed information through oral communication, and to make fine discrimination in sound.
8. Constantly requires verbally expressing or exchanging ideas or important instructions accurately, loudly, or quickly.
9. Occasionally requires stooping which entails the use of the lower extremities and back muscles.
10. Occasionally requires reaching by extending the hand(s) and arm(s) in any direction.
11. Occasionally requires raising objects from a lower to a higher position or moving objects horizontally.
12. Constantly requires repetitive movement of the wrists, hands, and/or fingers.
13. Requires clear vision at 20 inches or less, the ability to identify and distinguish color and to adjust focus.

**TYPICAL ENVIRONMENTAL CONDITIONS**

The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions. The inside environment is often loud and stimulating. There is smoking permitted inside the casino facility.

 **TRAVEL REQUIREMENTS**

May be required for some positions.

**ACKNOWLEDGEMENT STATEMENT**

NKDC and its entities are “at will” companies. This means that the employee or the Company may terminate employment at any time and or any reason. Management has the exclusive right to alter this job description at any time without notice. The document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability, not is it intended to be an employment agreement or contract.

By signing below, both employee and supervisor acknowledge that this Job Description will provide the basis for general duties and responsibilities related to the job, and associated evaluations thereof.

Employee Signature Date

Employee Name (Please Print)

Supervisor Signature Date

Supervisor Name (Please Print)

*NKDC and its entities are committed to having a drug and alcohol free work environment.*