

**Job Description\***

**Job Title** Hotel Housekeeper/Room Attendant Associate

**Department** Housekeeping

**Reports To** housekeeping Supervisor

**FLSA Status** Non-Exempt

**JOB SUMMARY**

Performs routine duties in cleaning and servicing of guest rooms, bathrooms and hallways under supervision of the housekeeping supervisor. Promotes a positive image of the property to guests and must be pleasant, honest, friendly and able to address guest requests and problems. 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 rooms 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. Communicate room status updates with the other hotel departments including updates on check-outs, stayovers, late check-outs, early check-ins, special requests, day use rooms and out-of-order rooms.
3. Read and respond to memos and bulletin board postings, keep aware of daily activities, events and meetings taking place at the hotel and restaurant.
4. Vacuum, sweep, mop, clean and sanitize guest rooms and bathrooms. Assist with keeping hallways clean and free of debris and hazards.
5. Scrub, disinfect and deodorize showers, baths toilets, wash basins and other bathroom and vanity fixtures.
6. Remove trash and debris from rooms and hallways.
7. Strip and make beds, collect and distribute dirty linen.
8. Stock and replenish linens, amenities and other supplies in guest rooms.
9. Report items found in rooms, hallways and other areas of hotel to supervisor, and/or tag and deliver found items to housekeeping or manager’s office.
10. Routinely inspect assigned guest rooms for maintenance needs and report findings to housekeeping supervisor or maintenance staff.
11. 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.
12. Answer guest questions regarding hotel, restaurant, Casino and property facilities and insure that adequate information is provided.
13. 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.
14. Assist in ensuring the guest rooms, bathrooms, hallways and housekeeping areas are clean and free of obstructions.
15. Operate equipment such as vacuums, telephones and two-way radios.
16. Assist all other departments and staff to ensure and provide a high level of service to the guests.
17. Assist and aid in the completion of projects with other staff as assigned.
18. 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.
19. 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.
20. Maintain a consistent, regular attendance record.
21. 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.
22. Report any illegal activities or unusual requests or occurrences to the appropriate supervisor, department head and/or Director of Hotel Operations.
23. Approved closed toe, non-slip safety shoes are mandatory, sandals or open toe/open heel shoes are not allowed.

**QUALIFICATION REQUIREMENTS**

1. High School Diploma or G.E.D. preferred
2. Previous hotel-related housekeeping experience 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 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.
5. Work directly with guests, customers and employees, providing information and assistance on a daily basis.
6. Establish and maintain cooperative, trustworthy, directional working relationships with other employees.
7. Must be reliable and punctual.
8. Ability to work well under pressure while being detail oriented.
9. Ability to successfully pass background check and maintain Class II gaming license issued by the Washington State Gambling Commission.
10. 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.
11. The hotel is open 24 hours a day, seven days a week year round. Although the leadership prefers to provide all staff with a regular set schedule, business demands and staff requests sometimes make it necessary to alter, change or rearrange schedules and shifts.

**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 25 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.*