

**Job Description\***

**Job Title** Hotel Houseperson

**Department** Housekeeping

**Reports To** Housekeeping Supervisor

**FLSA Status** Non-Exempt

**JOB SUMMARY**

The Hotel Houseperson performs routine duties and servicing of the public areas of the hotel and assists others in performing cleaning and servicing of guest rooms and office areas. Houseperson promotes a positive image of the property to guest and must be pleasant, honest, friendly, and assists guests with requests and problems.

**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. Read and respond to memos and bulletin board postings, keep aware of daily activities, events and meetings taking place at the hotel and restaurant.
3. Assist arriving and departing guests with transporting luggage and possessions.
4. Answer guest questions regarding hotel, restaurant, Casino and property facilities and events, and insure that adequate information is provided.
5. 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.
6. Cleans rugs, carpets, floors and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
7. Cleans vacuums and sanitizes hallways, public restrooms, public areas, business centre, exercise facility, elevators and lobby.
8. Washes walls and ceiling, moves furniture’s and turn mattress.
9. Sweeps, mops, scrubs, waxes and polishes floor.
10. Dusts and polishes metalwork.
11. Collects soiled linen for laundering.
12. Receives linen supplies from floor shoots. Assists laundry in loading, unloading, storing and stocking linen.
13. Assists in maintaining and restocking housekeeping carts and back office cleaning supplies.
14. Removes trash collected by housekeepers/room attendants.
15. Walks all assigned floors at intervals during shift to collect newspapers, bags, trash, soiled linen, dirty dishes and other items.
16. Picks up clean linen and refill the par stock of linen in each floor storage area.
17. Refills the par stock of guest amenities and supplies on each floor storage area.
18. Cleans sets-up, restocks, breaks down and secures meeting room and exterior meeting areas.
19. Helps other staff with the heavy lifting when they are deep cleaning, rotating or performing maintenance in rooms.
20. Cleans all public areas in the prescribed manner while following department standard operating procedures.
21. Removes soiled linen, dishes, food trays, and trash from the exercise room, business centre, meeting room and other service areas and takes to appropriate locations in the prescribed manner.
22. Assists other staff with placing bed boards, roll-ways beds, or other items.
23. Reports items found in rooms, hallways and other areas of hotel to supervisor, and/or tag and delivers found items to housekeeping or manager’s office.
24. Responds at all times in a friendly, helpful manner to guests and other team members.
25. 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.
26. Answers guest questions regarding hotel, restaurant, Casino and property facilities and insure that adequate information is provided.
27. Responds 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.
28. Operates equipment such as vacuums, telephones and two-way radios.
29. Assists all other departments and staff to ensure and provide a high level of service to the guests.
30. Assists and aid in the completion of projects with other staff as assigned.
31. Keeps supervisors and Director of Hotel Operations apprised of any safety concerns. Take immediate action with regard to conditions threatening the life or safety of any person or property.
32. Assists 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.
33. Maintains a consistent, regular attendance record.
34. Understands trains on and complies with all safety and emergency policies and procedures. Follows safe work practices and accident prevention policies and procedures. Reports any unsafe work conditions to appropriate supervisor, department head and/or Director of Hotel Operations.
35. Reports any illegal activities or unusual requests or occurrences to the appropriate supervisor, department head and/or Director of Hotel Operations.
36. 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 experience and/or customer service, cleaning and sanitation or maintenance positions may be substituted
3. Effective communication and organizational skills.
4. Must be able to speak, read, and write English language. Will have to read reports, safety, and technical instructions. Able to understand and respond to inquiries or complaints from others.
5. Ability to work flexible hours, varied schedules and at time, a six day work week.
6. Work under stress and with patience and tolerance as a means to maintain sufficient operational coverage.
7. Reliable and punctual.
8. Ability to work under pressure while being detail orientated.
9. Ability to successfully pass a background check and maintain a class II gaming license issued by the Port Gamble S’Klallam Gaming Commission.
10. Ensure compliance with The Port Gamble S’Klallam tribe of Indian State OF Washington Gaming Compact, Minimum Internal Controls, NIGC regulations, OSHA, local, state & federal Life Safety Codes, the Noo-Kayet and The Point Casino and Hotel policies and procedures.

**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 50 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.*