## ROOM ATTENDANT (RMATT)

### JOB DESCRIPTION

**DEPARTMENT:** Housekeeping  
**REPORTS TO:** Housekeeping Manager  
**STATUS:** Non-exempt

### JOB SUMMARY

The Room Attendant is responsible for maintaining clean and attractive guestrooms while providing attentive, courteous and efficient service to all guests.

### QUALIFICATION STANDARDS

**Education & Experience:**
- High School diploma or equivalent and/or experience in a hotel or a related field preferred.

**Physical requirements:**
- Flexible and long hours sometimes required.
- Medium work - Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to stand during entire shift.

**General Requirements:**
- Must be able to effectively communicate both verbally and written, with all level of employees and guests in an attentive, friendly, courteous and service oriented manner.
- Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.
- Must be able to multitask and prioritize departmental functions to meet deadlines.
- Approach all encounters with guests and employees in an attentive, friendly, courteous and service-oriented manner.
- Attend all hotel required meetings and trainings.
- Maintain regular attendance in compliance with Room Mate Hotel Standards, as required by scheduling, which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming, which includes wearing the proper uniform and nametag.
- Comply with Room Mate Hotel Standards and regulations to encourage safe and efficient hotel operations.
- Maximize efforts towards productivity, identify problem areas and assist in implementing solutions.
- Must be effective in handling problems, including anticipating, preventing, identifying and solving problems as necessary.
- Must be able to understand and apply complex information, data, etc. from various sources to meet appropriate objectives.
- Must be able to cross-train in other hotel related areas.
- Must be able to maintain confidentiality of information.
- Must be able to show initiative, including anticipating guest or operational needs.
- Perform other duties as requested by management.
Maintain a warm and friendly demeanor at all times.

**DUTIES & FUNCTIONS**

**Fundamental Requirements:**

- Employees must at all times be attentive, friendly, helpful and courteous to all guests, managers and fellow employees.
- Thoroughly clean guestrooms according to standards.
- Complete all pre-cleaning duties, including but not limited to, guest supplies, cleaning supplies, and linen for housekeeping cart set-up.
- Remove all trash and dirty linen from guestrooms and hallways.
- Keep all hallways, public areas and closets clean, neat and vacuumed (if applicable).
- Restock housekeeping cleaning cart for next day's use.
- Replenish chemical bottles.
- Clean room with the door closed according to standards, unless requested to do otherwise by the guest.
- Report all missing items from room (i.e., irons/boards, hair dryers, etc.) to Housekeeping Supervisor/Manager.
- Report any maintenance repairs immediately to Housekeeping Supervisor/Manager.
- Handle items for "Lost and Found" according to the standards.
  Ensure overall guest satisfaction.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND / OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE FUNDAMENTAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMMODATION.

Employee Signature_________________________________________ Date_________________________________________