

## Room Attendant – Job Description

**Department:** Housekeeping

**Supervisor:** Housekeeping Supervisor

Under the supervision of the Housekeeping Supervisor, the Room Attendant is responsible for maintaining a high standard of cleanliness in all guest rooms and public areas in accordance with Hotel Elan Standards. A Room Attendant will promote a positive image of Hotel Elan, and must be pleasant, friendly and able to address problems or special requests.

### Requirements

- Demonstrate organizational skills and strong attention to detail
- Able to work well independently with little supervision
- Ability to work under pressure in a fast-paced environment
- Take initiative in solving problems
- Excellent Guest Services skills
- Promote positive relationships in communication and cooperation with all co-workers and guests
- Physical endurance; able to push, pull and lift up to 40+ lbs
- Able to perform repetitive physically demanding tasks; standing for long periods of time, bending, crouching, kneeling, reaching
- Completion of high school
- Previous Housekeeping experience is an asset
- Functional computer skills

### Duties and Responsibilities

- Prepare necessary material required to accomplish daily tasks
- Execute room cleaning following Hotel Elan's standards as well as Manager's instructions
- Execute assigned hallway cleaning, and all other area requested by Manager
- Practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals and working to minimize tripping hazards
- Report any damages or repairs to the correct department
- Report every lost and found item to the Housekeeping Manager
- Maintain cleanness and organization of work areas such as linen closet, common storage rooms, etc.
- Always greet guests in a friendly and professional manner according to Hotel Elan's standards
- Comply with the Hotel Elan Policies, Procedures and Code of Ethics
- Uniform and personal appearance are kept clean and professional and are in accordance with Hotel Elan's Grooming Policy

### **Physical Demands**

- Lifting: Under 20lbs 50% of work time
- Carrying: Over 20lbs 10% of work time
- Pulling: Over 20lbs 50% of work time
- Describe Motions: Bending, standing, reaching, and kneeling
- Work Environment: Exposure to chemicals

### **Languages**

- Able to speak and read the English language
- Additional languages are an asset

### **Work Schedule**

- Days, evenings and weekends

### **Salary**

- Hourly wage; eligible for benefits after 3 months of continuous full-time employment

**To apply, send your resume, cover letter and salary expectations to [applications@hotelelan.ca](mailto:applications@hotelelan.ca) with "Room Attendant" in the subject line. Only applicants selected for interviews will be contacted. We look forward to hearing from you.**