

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE:	House Attendant
REPORTS TO:	Director of Housekeeping
SUPERVISES:	n/a
UPDATED:	May 2017

OVERVIEW:

A House Attendant is responsible to maintain the quality and cleanliness of the public spaces of the hotel and assist the Room Attendants in a variety of duties. They will also respond to guest requests, restock the Hostar System and maintain the cleanliness of the housekeeping storage facilities.

MAJOR DUTIES & RESPONSIBILITIES:

- Perform general cleaning tasks using standard hotel cleaning products to adhere to health standards
- Empty Linen, garbage and recycling from all collectors and bring to loading bay
- Clean Mountain Club area and Health Club, including washrooms, and ensure amenities and towels are stocked
- Report any engineering deficiencies to the Uniform Room attendant or the Housekeeping office
- Ensure all outdoor cigarette containers are emptied regularly
- Empty associate accommodation garbage
- Ensure adequate amount of cribs are made
- Respond to calls from the Uniform Room or over the radio as assigned while adhering to Westin standards
- Remove trash from work areas to the loading dock/dumpster and remove trash and linen from cleaning carts

- Clean elevator car and tracks

MAJOR DUTIES & RESPONSIBILITIES:

- Deliver miscellaneous goods and supplies to guest rooms and deliver linen and supplies to guest floors
 - Move furniture, supplies, and equipment
 - Re-stock Hostar and totes with linens and properly labeled cleaning supplies
 - Assist other housekeeping associates in maintaining clean and organized work and public areas
 - Cleaning of carpets in guest rooms on a rotational basis
 - Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
 - Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
 - Set a good safety example
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Previous experience in a similar role in a similar size/type of property preferred
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Working knowledge of applicable sanitation standards
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GENERAL REQUIREMENTS:

- Must be able to stand and exert well-paced mobility for up to 4 hours in length
 - Must be able to lift up to 75 lbs. on a regular and continuing basis
 - Must be able to push and pull carts and equipment weighing up to 250 lbs. on a regular and continuing basis
 - Must be able to exert well-paced ability in limited space
 - Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks
 - Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis
 - Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity
 - Requires manual dexterity to use and operate all necessary equipment
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