

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Room Attendant

REPORTS TO: Director of Housekeeping

SUPERVISES: n/a

UPDATED: December 2016

OVERVIEW:

A Room Attendant is responsible to maintain room quality and cleanliness; clean guest rooms in accordance with established quality and performance standards to allow a sufficient quantity of vacant and clean guest rooms for sale; and clean occupied guest rooms.

MAJOR DUTIES & RESPONSIBILITIES:

- Clean and reset guest bedroom and bathroom areas according to established standards
- Organize and stock cleaning cart and organize linen closets on floors assigned
- Complete any assigned paperwork accurately and in a timely manner
- Perform general cleaning tasks using standard hotel cleaning products to adhere to health standards
- Perform other duties as requested, such as cleaning unexpected spills and executing special guest requests
- Assist other housekeeping associates in maintaining clean and organized work and public areas
- 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 20 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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