



**JOB TITLE:** HOUSEPERSON

**REPORTS TO:** Housekeeping Manager /Housekeeping Supervisor

**POSITION SUMMARY:**

Performs any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner. Demonstrates a professional, friendly, warm and welcoming demeanor to all guests and employees.

If hired a request will be made of the employee to sign and acknowledge technical and service training standards and expectations as well as a copy of this job description.

**DUTIES AND RESPONSIBILITIES:**

1. Cleans rugs, carpets and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
2. Cleans rooms, hallways and restrooms.
3. Washes walls and ceiling, moves furniture and turn mattress.
4. Sweeps, mops, scrubs, waxes. vacuums and polishes floor.
5. Dusts and polishes metalwork.
6. Collects soiled linen for laundering from housekeeping carts.
7. Assists in keeping the lobby area clean, neat and free of debris and trash as needed.
8. Receives linen supplies from laundry and stocks linen closets on guest floors in a neat organized manner.
9. Maintains housekeeping carts and stocks supplies.
10. Strips soiled linen from beds when asked to help housekeepers.
11. Removes trash collected by room attendants.
12. Walks all assigned floors at beginning, throughout the day and end of shift to collect trash, soiled linen and other items as assigned by management.
13. Transports clean linen to the housekeeping storage rooms on the floors and refills the par stock of linen on each floor
14. Refills the par stock of guest amenities and supplies on each housekeeping storage area.

15. Helps the room attendants with heavy lifting and special cleaning projects as directed.
16. Cleans all public areas in the prescribed manner while following department standard operating procedures.
17. Removes soiled linen and trash from the pool side and other service areas and takes to appropriate locations in the prescribed manner.
18. Assists housekeeping with placing bed boards, roll-ways beds, extra bed etc. in appropriate fashion per standard operating procedures.
19. Reports missing / found articles, damage or merchandise problems to the housekeeping supervisor and managers.
20. Responds at all times in a friendly, helpful manner to guests and other colleagues.
21. Handles any tasks assigned by the supervisors as and when needed.

*The above description reflects on the general details considered to describe the principle functions of the job. This is not a detailed description of all the work requirements that may be inherent in the job. Management reserves the right to alter the above requirements at any time.*

### **PREREQUISITES:**

**Education:** A secondary school diploma is preferred, Physical mobility and stamina required, must be able to follow instructions, possess detail orientation skills and demonstrate a professional attitude. The candidate must have the ability to work independently and under little supervision.

**Experience:** Previous hotel-related experience desired.

**Physical:** Requires standing for long periods of time and on occasion may be asked to lift and carry up to 40 pound. While performing the duties of this job, it may be also required to stoop, kneel, crouch, or crawl.

**Ethical Behavior:** Must adhere to Shoshone Rose Casino's Code of Ethics.

**Work Environment:** Work is generally performed in hotel guest rooms and public areas or in a casino environment with exposure to second hand smoke and high noise levels. Evenings, grave, weekends and holidays most likely will be required.