



JOB TITLE - Housekeeper

ORGANIZATION NAME – Best Western Premier C Hotel by Carmen's

NOC CODE - 6731

JOB OBJECTIVE

The Housekeeping Team / Clean Team is responsible for cleaning and preparing guest rooms and public areas by meeting established standards of cleanliness and propriety to assure guest satisfaction and maximize revenues. Maintains carts and storerooms in a clean and orderly fashion to enhance efficiency and ease of cleaning rooms.

In addition, the Housekeeping Team / Clean Team promotes organizational mission and goals, and shows the way to achieve them; influences others to act in support of ideas, programs, and causes while getting excited about and committed to furthering the organization's objectives.

DUTIES AND RESPONSIBILITIES

- Maintains the hotel rooms and building to ensure a safe and clean experience for hotel guests, associates and vendors
 - One of the main responsibilities that the Clean Team has is to clean the rooms. Each time a guest checks out, the Clean Team is responsible for doing a deep cleaning in a matter of a few hours. The cleaning must be complete before the next guest checks in. They are responsible for cleaning several rooms between 10 a.m. and 6 p.m. The Clean team is also responsible for tidying up rooms each day that a guest stays in the hotel.
- Sets up and stocks cleaning cart with supplies.
- Maintains carts and storerooms in a clean and orderly fashion to enhance efficiency and ease of cleaning rooms.
- Cleans and wipes windows, doors, walls, closets and fixtures in rooms, public areas, and hallways.
- Washes shower walls and tub, cleans toilets and stall walls.
- Wipes exposed pipes, cleans mirrors, sinks and walls in order to have clean and sanitary guest and public restrooms.
- Replaces towels, soaps and all room amenities and restocks literature that has been removed by previous guest, or is soiled or torn, to ensure adequate supply for arriving guests.
 - The Clean Team must also make sure that each room has proper supplies. Many of the needed supplies are placed in the bathroom/shower areas. Each bathroom should have toilet paper, fresh towels, unopened bottles of shampoo and unused soap. The Clean team is responsible for checking each day to make sure that supplies have been replenished. The Clean team will also empty the room of used towels.
 - Responds to guest requests for extra supplies.

- Washes all hard floor areas (linoleum, tile, etc.) by hand to remove dirt and soiled areas.
- Dusts and polishes all furniture, fixtures and wall hangings.
- Strips bed of all linens and remakes with fresh linens.
 - The Clean Team is responsible for changing bed sheets after a guest checks out and before another guest checks in. The Clean team also must change bed sheets during a guest's stay if the sheets become dirty. Even if the bed sheets are not changed during a guest's stay, the maid will still come to the room to make the bed when she tidies up the rest of the room.
 - The Clean Team will strip bed sheets / Towels and place them in a wheeled laundry cart. Once the laundry cart is filled with soiled laundry they will then wheel the cart to the Laundry chute { in storage rooms}place the soiled laundry in chute to drop down to the laundry room.
- Checks closet for cleanliness, wiping closet door, handle and overhead shelves and restocking the guest room supplies (e.g., hangers, extra blankets, extra pillows).
- Vacuums rooms, public areas, and hallways.
- Picks up debris and empties garbages.
- Inspects door and window locks to ensure they are in working order and immediately alerts management to an unsecured or unsafe situation for the safety of guests and employees
- Checks lights and remotes to ensure all are in working order.
- Maintains a friendly, cheerful, and courteous demeanor at all times.
- May provide basic information on facilities.
- Performs other duties as assigned.
 - The Clean Team is responsible for making deliveries as well as taking items from guest rooms and delivering them to other places. In many cases, when a crib, roll-away bed, microwave or ironing board is requested, the clean team is responsible for delivering it. Some hotels have private laundry service. The Clean team is responsible for collecting clothing placed in garment bags and delivering it to the hotel's Laundromat or dry-cleaning service.
 - Public Area: Clean Lobby, Pool area, Gym & Equipment , all public washrooms, outside entrances' Coffee station, all hallways ,windows and ledges, furniture, TVs , pictures.

QUALIFICATIONS AND REQUIREMENTS

Education

- High School Diploma is preferred.

Experience

- Ability to communicate effectively with guests and associates.
- Ability to work a flexible schedule, including weekends and holidays.

Equipment

- Basic knowledge of general cleaning principles, use of cleaning products, and operation of standard cleaning equipment.

LINES OF COMMUNICATION

Reporting Relationship

This position reports directly to the General Manager of the Hotel. Work is controlled through the structured nature of the work itself or immediate supervision by others. Deviations from assigned work must be authorized by a supervisor.

Direct Reports

This position has no direct reports.

WORKING CONDITIONS

Frequent working conditions include:

- Ability to scrub and scour surfaces.
- Extending arms over head, bending.
- Stooping to perform cleaning tasks.
- Ability to push and/or pull equipment weighting up to 44 lbs.
- Ability to lift a maximum of 50 lbs.

COMPENSATION

Minimum wage, with consideration given to candidates having previous experience.