

PERDIDO BEACH RESORT

Position Description

Position Title: **Houseperson**

Department: **Housekeeping**

Reports to: Asst. Executive Housekeeper or
Floor Supervisor

FLSA Designation: Nonexempt

Date Written/Revised: 10/02/02

POSITION PURPOSE: Assure cleanliness of guest floor corridors, foyers, stairwells, and public vending areas, and assists room attendants in order to maintain the resort's high standards of quality.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

Average
Percent
of Time

- 40 • Stock linen closets with amenities and supplies for room attendants; may include taking supplies directly to room attendants.
- 25 • Empty room attendant carts of soiled linen and trash.
- 15 • Clean and remove spots from corridor walls and doors. Polish and clean mirrors, room numbers on guest room doors, and elevator doors.
- 5 • Vacuum, sweep, and/or mop hallways, stairwells, vending areas, and foyers.
- 5 • Flip mattresses and move furniture as assigned by supervisor.

Other:

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Resort rules and regulations will be subject to disciplinary action, up to and including termination of employment.

SUPPORTIVE FUNCTIONS:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Assist room attendants with removal of trash and linen from guest rooms during high occupancy turnover.
- Make deliveries to guest rooms, i.e. deliver iron and ironing board, etc.

Houseperson
Page 2

- Assist carpet cleaner with relocation of furniture.
- Respond to guest questions. Provide guest assistance, directions, and information as requested.
- Be aware of persons loitering or who appear suspicious in any way on guest room floors. Call security or management immediately from a telephone in a private place. Also report any hazardous conditions to the management.
- When delivering items, the cart should be kept in the service area to safeguard against loss.
- If you see a room service tray or table left outside a guest room door, move it to the service area or note the location and call room service to have it picked up.
- After making a delivery to a guest room, always close the door and make sure it is secured.
- Report to management anything seen in the room that is suspicious or could be illegal (do not touch the item). Items could include weapons, possible drugs, drug paraphernalia, or unusual amounts of merchandise or equipment.
- Provide instruction and/or guidance for guest and employee safety in fire or other emergency situations.
- Other duties as assigned such as assisting room attendants or am lobby attendants when requested.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Knowledge of stain removal and chemical cleaning agents, and operation of different types of equipment.
- Ability to lift, bend, stoop, walk, push or pull heavy equipment, and stand for extended periods of time. Lifting may include equipment or furniture weighing up to 100 lbs.
- Ability to comprehend and follow instructions from supervisor.
- Ability to learn and apply Hazardous Chemical training standards during new hire introductory period.
- Basic ability to comprehend English language sufficient to understand and communicate information for reasons such as safety and security; for example product safety labels and emergency instructions.

QUALIFICATION STANDARDS

Education:

Any combination of education and experience that provides the required knowledge, skills, and abilities. 8th grade education preferred.

Houseperson
Page 3

Experience:

Previous janitorial experience preferred.

Licenses or certificates:

None required.

Grooming:

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

Other:

Prefer basic understanding of English language.

Employee Signature: _____ Date: _____