

PERDIDO BEACH RESORT

Position Description

Position Title: **Quality Assurance Inspector**

Department: **Housekeeping**

Reports to: Executive Housekeeper
or Asst. Exec. Housekeeper

FLSA Designation: Nonexempt

Date Written/Revised: 10/02/02

POSITION PURPOSE: To supervise, direct, assist, and assure the completion of housekeeping tasks assigned to Room Attendants and Housepersons in guest rooms and corridors to maintain Resort's high standards of cleanliness.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

Average
Percent
of Time

- 40 • Visually inspect VIP rooms, guest rooms and corridors for cleanliness and appearance. Prepare work orders for carpets to be cleaned and supply room attendants to maintain par stock in closet, etc.
- 30 • Train and monitor performance of room attendants and housepersons. Provide organization, instruction, guidance, communication, counseling, as well as exercise good judgment, while reinforcing Resort's high standards of quality. Prepare work performance reports on all personnel assigned to work area and submit to the Housekeeping office. Insure all jobs are completed within the shift. Prepare P.M. room status report.
- 15 • Take requested inventories of furniture, fixtures, equipment and supplies, etc. Insure that both carts and linen/supply closets are kept clean, neat, and stocked according to departmental guidelines. Upon inspection of VIP rooms, make certain all VIP supplies are in place.
- 5 • Report all maintenance deficiencies in guest rooms and corridors via work orders. Telephone deficiencies considered emergencies (i.e. overflowing toilets or broken pipes in bathrooms, lights out in bathrooms, closets, or corridors, broken mirror or window) to the maintenance department.
- 5 • Expedite special guest requests, such as extra towels, blankets or pillows.

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.

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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 and houseperson in securing all supplies and tools necessary for the completion of their jobs as the need arises.
- 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. Report all hazardous conditions to management.
- 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.
- Before leaving a room you have inspected, check to ensure any window/sliding glass door is secured, any connecting room door is secured, the main door peephole is clear, the telephone is working properly and the main door lock, including the deadbolt, is functioning properly. Notify management immediately if any security feature does not work properly. The room should be taken out of service until the security feature is repaired.
- Respond to guest questions. Provide guest assistance, directions, and information as requested.
- 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 when necessary.

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.

- Ability to lift, reach, bend, stoop, stand and walk continuously, climb stairs, and push or pull heavy equipment.
- Ability to read and write basic English in order to complete forms such as a room status report.
- Ability to provide clear direction, instruction and guidance to subordinates.
- Ability to organize and prioritize work, and meet deadlines.
- Ability to exercise judgment and implement control over the performance of subordinates.

QUALIFICATION STANDARDS

Education:

Any combination of education and experience that provides the required knowledge, skills, and abilities. High School education preferred.

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Experience:

Minimum six months supervisory experience or one year of comparable Housekeeping experience acceptable.

Licenses or certificates:

None.

Grooming:

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

Other:

Knowledge of other languages desirable.

SAFETY RULES, POLICIES, AND PROCEDURES

The safety rules contained on these pages have been prepared for your guidance and protection in your daily work. Employees are to study these rules carefully, review them often, and observe these precautions when carrying out their duties.

Lifting Techniques

1. Plan the move before lifting and remove obstructions from your chosen pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use carrying aids such as dollies or carts, or get assistance from a coworker.
4. If assistance is required to perform a lift, coordinate and communicate your movements with those of your coworker.
5. Position your feet 6 to 12 inches apart with one foot slightly in front of the other.
6. Face the load.
7. Bend at the knees and keep your back straight.
8. Get a firm grip on the object with your hands and fingers. Use handles when present.
9. Never lift anything if your hands are greasy or wet.
10. Wear protective gloves when lifting objects with sharp corners or jagged edges.
11. Hold objects as close to your body as possible.
12. Perform lifting movements smoothly and gradually; do not jerk the load.
13. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
14. Set down objects in the same manner as you picked them up, except in reverse.
15. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.

Cleaning Bathrooms

1. Upon discovery of wet floors, take short steps when walking on them.
2. Place the rubber bath mat on the floor of the tub when stepping in to bathtubs.
3. When cleaning floors, wet only a small area of the floor at one time and dry mop it before cleaning another section.
4. Do not stand on the edge of bathtubs, sinks, toilets or cabinets.
5. Do not open shower curtains suddenly; the curtain rod may fall.
6. Do not pick up broken glass, needles or razor blades with your bare hands. Use a dustpan and broom.
7. Use caution signs or cones to barricade slippery hallways.

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Vacuum Cleaners and Floor Polishers

1. Keep power cords away from the path of vacuum cleaners and floor polishers.
2. Disconnect the vacuum cleaner from the outlet by pulling on the plug, not the cord.
3. Do not operate vacuum cleaners on wet floors.
4. Do not operate vacuum cleaners or floor polishers that have a frayed, worn, cut, improperly spliced or damaged power cord.
5. Do not operate vacuum cleaners or floor polishers if the ground pin from the three pronged power plug is missing or has been removed.

Dusting/Trash Removal

1. Turn off light switch and allow 5 minutes for the bulb to cool before cleaning light bulbs and do not use a wet rag to clean light bulbs.
2. Follow this procedure to pick up any bags that have sharp objects protruding from them. Grab the top of the bag above the tie-off with two hands and hold the bag away from your body.

Changing Linens

1. Get assistance from a co-worker when picking up king sized mattresses and when moving heavy furniture.
2. When picking up towels and bed linens, grab two corners of the towel or sheet and lightly shake it to remove any needles, razor blades or broken glass that may be bundled in it.
3. Wear latex gloves when handling sheets and towels that are stained with blood or other bodily fluids.

Pushing Carts

1. Move carts by pushing them rather than by pulling them.
2. If your view is obstructed, use a spotter to assist in guiding the cart around corners and through corridors.

Cleaning Chemicals

1. Follow the instructions on the label and in the corresponding Material Safety Data Sheet (MSDS) for each chemical product used in your workplace.
2. When spraying tile and window cleaner, hold the spray bottle at arms length away and direct the spray away from your body.

Employee Signature: _____ Date: _____