

Job Descriptions

Getting a job description right is the first step to attracting, hiring, and retaining the talent that will meet and even exceed your customer experience standards.

Recruit more effectively, communicate job expectations to employees clearly, comply with the ADA and other employment laws, and address performance issues fairly.

Writing job descriptions is normally a huge task — but now the legwork has been done for you. Freeman Group has developed Generic Job Description Templates for over 200 positions in the hospitality industry. Job description templates are available to you in an editable format.

Job descriptions may be purchased individually, by department, by division, or as a complete set.

Benefits of Using Freeman Group Job Descriptions:

- ◆ Save time and effort
- ◆ Attract top talent
- ◆ Clearly communicate expectations
- ◆ Comply with ADA and other employment laws
- ◆ Align job descriptions to your unique culture

Visit our website at freemangroupsolutions.com to view a list of available positions.



Freeman Group

JOB OVERVIEW:
Clean guest rooms as assigned, ensuring the hotel's established standards of cleanliness. Responsible for reporting any maintenance deficiencies and handling guest requests or complaints. Ensures the confidentiality and security of all guest rooms.

REPORTS TO: Floor Supervisor.

SUPERVISES:

WORK ENVIRONMENT:
Guest Rooms, Guest and Service Corridors, Housekeeping Office.
Job involves working:
• under variable temperature conditions (or extreme heat or cold),
• under variable noise levels,
• outdoors/indoors,
• around fumes and/or odor hazards,
• around dust and/or mite hazards,
• around chemicals,
• around bio-hazards.

KEY RELATIONSHIPS:
Internal: Executive Housekeeper, Assistant Manager, Floor Supervisors, Floor Attendants, Linen/Laundry Staff, Rooms Control, Engineering.
External: Hotel guests/visitors.

QUALIFICATIONS

Essential:
1. Fluency in English both verbal and non-verbal.
2. Ability to:
• perform job functions with attention to detail, speed and accuracy.
• prioritize and organize.
• be a clear thinker, remaining calm and resolving problems using good judgement.
• follow directions thoroughly.
• understand guest's service needs.
• work cohesively with co-workers as part of a team.
• work with minimal supervision.
• maintain confidentiality of guest information and pertinent hotel data.

Desirable:
1. High school graduate.
2. Fluency in second language, preferably
3. Previous training in guest relations.
4. Previous experience in hospitality industry, preferably Housekeeping in a _____ market.
5. _____ years prior experience in cleaning hotel guest rooms.
6. Knowledge of proper chemical handling.

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Department: Housekeeping
Position: Room Attendant

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