

## Hotel Teatro

### Position Description

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| <b>Position:</b><br>PM Housekeeping Houseman | <b>Department:</b> Rooms Division       |
| <b>Status:</b><br>Non-Exempt                 | <b>Reports to:</b> Housekeeping Manager |

#### Position Summary:

The overnight houseman provides guest assistance with roll-aways, sofa beds, special guest requests, vacuuming floors, dusting, taking out trash, mopping, sweeping and projects on each allotted night.

#### Essential Functions of the Job:

- Responsible for the safe and proper handling of equipment, minimizing breakage, waste and misuse.
- Responsible for responding to guest requests during the overnight hours.
- Communicates immediately with supervisor regarding guest needs (requests for service, vacant rooms needed for incoming guests, requests for pillows, rollaways etc.).
- Communicates effectively and immediately to supervisor any situations which may require management assistance. This may include employee-related issues as well as guest issues.
- Assists in maintenance and cleanliness of departmental areas.
- Makes suggestions to management regarding improvements in operations.
- Attends and provides input at departmental meetings.
- Alerts departmental manager when items are missing or in poor/unsatisfactory condition.
- Maintains professional appearance and conduct at all times.
- Demonstrates working knowledge of safety and fire procedures.
- Reports maintenance issues on appropriate forms as necessary.
- Ensures public areas, and back of the house areas are in good, clean, working condition.
- Works independently with minimal supervision.

#### Friday:

- Dust wood and wipe down iron on all banisters on both mezzanines.
- Wipe down baseboards and walls in lobby
- Stairwells
  - Sweep north stairwell from the 9<sup>th</sup> floor to the 2<sup>nd</sup> floor
  - Sweep employee entrance stairwell

#### Saturday:

- Clean all mirrors on both mezzanines, in Lobby, public restroom and fitness center.
- Wipe down walls and baseboards on Mezzanine and concourse stairs, public restroom and fitness center.
- South Stairwell
  - Sweep from the 9<sup>th</sup> floor stairwell to the 2<sup>nd</sup> floor stairwell

#### Additional Job Duties:

- Complete tasks and projects delegated by your manager and assist other departments as business volumes and staff levels demand
- Reports to work as scheduled according to the needs of the hotel, including weekends, holidays and/or flexible hours in a neatly groomed and acceptable manner, as outlined in the employee handbook.
- Report to shift on time.
- Enforces and complies with all policies and procedures of Hotel Teatro

#### Physical Requirements:

- Extensive walking & ability to be on your feet for 8 hours.
- Ability to push/pull/lift up to 100 pounds.
- Ability to perform physically demanding cleaning projects for full shift.

- Standing, sitting, bending, and stooping required
- Able to properly use cleaning chemicals/equipment with adequate training.

Education, Experience, Skills:

- High school diploma or equivalent preferred.
- Must be able to work with minimal supervision.
- Ability to work with others.
- Must be able to communicate with guests and employees.

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager's Signature

\_\_\_\_\_  
Date

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HR Initials