

Title:	Room Attendant
Reports To:	Executive Housekeeper
FLSA Status:	Nonexempt: Part-Time, Hourly

Overview:

The Room Attendant ensures exceptional cleanliness, comfort, and presentation of guest rooms and assigned service areas at Charley Creek Inn. This position is responsible for cleaning and preparing guest rooms according to established brand, cleanliness, and safety standards to create a welcoming and restful environment for every guest. Room care is a specialized skill set requiring strong attention to detail, efficiency, and consistency; individuals in this role take pride in maintaining high standards within occupied and check-out rooms. While this position may assist with public areas when needed, the primary responsibility and strength of the role is the thorough preparation and upkeep of guest rooms to support an outstanding guest experience.

- Essential Duties and Responsibilities (Note: Other duties may be assigned)**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Cleans and services an assigned number of guest rooms per shift in accordance with Charley Creek Inn’s established cleanliness and presentation standards.
 - Prepares check-out and stay-over rooms, including stripping beds, replacing linens, making beds, dusting surfaces, sanitizing bathrooms, vacuuming, and replenishing guest amenities.
 - Thoroughly cleans tubs, showers, sinks, toilets, mirrors, floors, furniture, fixtures, and other room surfaces to ensure a high standard of sanitation and appearance.
 - Inspects rooms for maintenance concerns, safety issues, and proper operation of equipment (lamps, televisions, HVAC units, etc.); reports concerns promptly to Executive Housekeeper.
 - Replaces collateral materials and guest amenities, ensuring rooms are fully stocked and guest-ready.
 - Stocks and maintains housekeeping carts and storage areas at the beginning and end of each shift.
 - Transports soiled linens and towels to designated laundry areas and assists with linen handling as needed.
 - Delivers guest-requested items such as extra linens, pillows, cribs, or rollaway beds in a timely and professional manner.
 - Moves and adjusts furniture as necessary to ensure thorough cleaning of all areas.

- Follows proper procedures for handling and reporting lost and found items.
- Communicates effectively with supervisors, front desk staff, and team members regarding room status and guest needs.
- Assists with cleaning of public areas or other departments as directed and cross-trains in related housekeeping functions as needed.
- Complies with all safety procedures and properly uses cleaning chemicals, equipment, and personal protective equipment.
- Maintains professional appearance and conduct, contributing to a welcoming and service-oriented atmosphere for guests.
- Works flexible schedules, including evenings, weekends, and holidays, as business needs require.

Responsibilities are subject to change and increase as the position evolves.

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Adaptable and Eager to Learn:** Flexible in dynamic environments with a drive for continuous growth.
- **Strong Communication:** Skilled in delivering clear communication and in building relationships.
- **Time Management and Attention to Detail:** Efficiently prioritizes tasks and ensures high-quality results.
- **Customer-Centric:** Focuses on delivering exceptional customer experiences.
- **Results-Oriented:** Consistently achieves goals on time and within budget.

Education and/or Experience

High School Diploma or equivalent preferred, with 1–2 years of experience in hotel housekeeping, guest room cleaning, or related custodial services; or equivalent combination of education and experience.

Environment and Physical Demands

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Office environment and hotel environment.

- Constant walking and standing; frequent bending, stooping and reaching.
- Occasionally lift up to 50 lbs. with the ability to push or pull more than 50 lbs.
- Ability to work effectively in a fast-paced, service-oriented environment.
- Ability to use visual, auditory, and physical coordination skills required for hospitality operations and guest interaction.
- Ability to operate cleaning equipment and related tools; basic ability to use phones or other communication devices as needed.

Other Requirements
Position requires weekend hours.