

POSITION profile



Position	Room Attendant
Function	Clean guest rooms
Responsibilities	<ul style="list-style-type: none">◆ Making beds daily; changing linen, ensuring they are in good condition, clean and well ironed.◆ Wash down all paintwork, windowsills, skirting boards, doors, door frames, wardrobe doors and inside drawers and clean all pictures and mirrors.◆ Vacuum carpet daily, including under the beds and all furniture.◆ Clean telephones and television.◆ Dust and polish all furniture including all surfaces and ledges in and out of view.◆ Empty and clean daily all trash bins.◆ Replenish guest supplies; stationary, toiletries, towels, etc... daily in accordance with Sheraton requirements and standards.◆ Clean the bathroom to the highest standard of cleanliness and hygiene. Wash down all tiles/taps/bath/toilet/basin/floor and shelving.◆ Comply with the Sheraton's procedures for the control of the maids room keys.◆ Take all lost property found in the rooms/corridors and Service areas to the Housekeeping Office as soon as possible.◆ Be aware of the need for strict security regarding the guests and their property, reporting to the floor supervisor any suspicious incidents.◆ Be aware of the procedure and precautions regarding fire, health and safety.◆ Provide guests with information and respond to concerns.◆ Perform related duties assigned by Executive Housekeeper/Assistant/Supervisors.
Qualifications	<ul style="list-style-type: none">◆ Meet criteria of Room Attendant "Physical Demands Analysis".◆ Ability to communicate in English at a basic level to answer guest questions.◆ Reliable and punctual, and able to work without supervision.◆ Organized and able to work effectively in a fast paced environment.◆ Able to work cooperatively with others.◆ Professional appearance and demeanor.
Hours of work	Days of the week vary according to business levels; weekends and holidays required. Shift are weekdays - 8:00am to 4:30pm, weekends - 9:00am - 5:30pm
Reports to	Executive Housekeeper / Assistant / Supervisors