

## Housekeeping/Housekeeper Job Description

The Housekeeper is responsible for maintaining cleanliness and order in guest rooms and public areas of the hotel. The primary goal is to ensure guests experience a clean, comfortable, and inviting environment during their stay. The Housekeeper demonstrates excellent guest service, maintains high-quality cleaning standards, and cooperates effectively with team members to meet hotel objectives.

### Essential Job Functions (but not limited to):

- Clean and stock all guest rooms, including changing linens, dusting, vacuuming, cleaning bathrooms, replenishing amenities, and ensuring all rooms meet hotel cleanliness standards.
- Report any maintenance issues, missing items, or damages in guest rooms to the Housekeeping Supervisor or Maintenance Department.
- Clean and maintain cleanliness in public areas such as lobbies, hallways, and restrooms, ensuring spaces are tidy and inviting.
- Perform laundry duties, such as washing, drying, folding, and stocking linens.
- Respond promptly and professionally to guest requests for additional items or services, such as extra towels or toiletries.
- Ensure the property’s interior and exterior cleanliness standards are consistently met.
- Stock housekeeping carts fully at the end of each shift.
- Assist with deep cleaning projects periodically.
- Follow and implement all health, safety, and security regulations and company policies.
- Immediately report any workplace incidents or accidents to the supervisor.
- Turn in all lost and found items and follow the lost-and-found policy guidelines.

### Qualifications:

- Previous housekeeping experience in a hotel or similar environment preferred but not required.
- Strong communication skills and the ability to work collaboratively within a team.
- Neat and well-groomed appearance with a pleasant and welcoming demeanor.
- High level of attention to detail and ability to maintain quality standards.
- Strong commitment to providing exceptional guest service.
- Ability to manage time effectively and work independently.
- Must be flexible with schedule, including availability to work weekends and holidays.
- Physically capable of frequent standing, walking, and lifting or moving objects weighing up to 25 lbs.

### Accountability:

- Maintain high standards of cleanliness, efficiency, and guest satisfaction.
- Adhere to all company policies and procedures, ensuring a safe and secure environment for both guests and employees.

Manager Signature: \_\_\_\_\_

Trainee Signature: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

## Orientation Checklist

Review/Complete Employee Handbook and Personnel Paperwork

Review Company Policies

- Break Policy
- Guest and Staff Relation Policy
- Call In Policy
- Scheduling Policy
- Disciplinary Policy
- Key Handling Policy
- Accident Reporting Policy
- Payroll Policy

Property Tour

- Staff Entrance
- Room Tours
- Employee Introductions
- Location of:
  - First Aid
  - Fire Escape/Plan
  - Elevator (if applicable)Material Safety Data Sheets
  - Sharps Container
  - Blood Borne Pathogens Kit
  - Trash Receptacles
  - Designated Smoking Areas
  - Supply Rooms
  - Bathroom/s
  - Office Supplies

Discuss Proper Uniform/Name-tag Requirements

Review Schedule

Start Hands on Training

Never give out a guest's information to anyone other than the guest themselves.

Never speak the guest's room number out loud or request the room number from a guest.

Never let a guest into a room without permission from the Front Desk.

Manager Initials:

Trainee Initials:

Employee Initials:

## Housekeeping Standards & Expectations

-  Report to work at 9am on weekdays ( Monday thru Friday ) and 10 am on Saturdays and Sundays unless otherwise instructed.
-  Uniforms, Name-tags, and Closed Toe Shoes are required at all times during work hours.
-  All rooms with a Check-in are completed first.
-  Uniforms, Name-tags, and Closed Toe Shoes are required at all times during work hours.
-  While completing a “Stay-over” clean, do not throw away any personal items of the guest.
-  Complete Maintenance requests for each room and ensure this is reported to the Front Desk.
-  At the end of your shift, your cart must be restocked, cleaned, and organized.
-  When finished cleaning, you must report to management before you leave to have rooms checked. Once you are cleared to leave, you must return key to lock box.

### Always...

-  Always check inside microwave and mini-fridge.
-  Showers and sinks must be mold free.
-  Always check carpet edges.
-  Check lamps for dust.
-  PTAC Temperature working and set properly.
-  TV/s working properly.
-  Note any garbage, debris, or dust in hallways and/or stairwells.

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

\_\_\_\_\_  
Trainee Name

\_\_\_\_\_  
Trainer Name

Tasks	Date Completed
<b>Employee Orientation</b>	
Complete all New Hire Paperwork	
Property Tour	
Safety Training	
Learn Equipment ( laundry, chemicals, oven/kitchen equipment)	
<b>PMS System Training</b>	
Phone Etiquette	
Logging In and Out	
Checking in a Guest	

## Friendly Reminders:

-  All storage closets are to be closed if no one is in them.
-  Keep an eye on back-ups in laundry shoot.
-  Laundry shoot door must be closed and locked at all times while not in use.
-  All staff will take out their own trash throughout and at the end of their shift.
-  If you see trash, garbage, dabis in the parking lot on your way into the hotel or inside the hotel, you are expected to pick it up and throw it away.
-  Report any items need to the General Manager.

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

Trainee Name \_\_\_\_\_

Trainer Name \_\_\_\_\_

Tasks	Date Completed
<b>Stripping a room</b>	
Remove any linen and towels and place into dirty laundry cart	
Remove all debris, personal items, and garbage from room	
<b>Make Bed/s</b>	
Fitted Sheets	
Flat Sheets	
Bedspread	
Top Sheet (Shiny/Silky)	
Turn-down and Tuck (Flat, Bedspread, & Shiny/Silky) - 12 Inch fold	
Replace pillowcases	
<b>Dust/Wipe (Top-Down)</b>	
Dust all hard surfaces including windowsill case goods (including headboard), cubbies, doors, and shelving with yellow cloth and multi-surface cleaner. Ensure you quickly wipe down top of headboard.	
Clean all mirrors and quickly wipe down pictures (including tops)	
<b>Restock</b>	
Cups	
Coffee	
Tea	
Contiments	
Notepad/Pen	
"You Say When" Cards	

Finger prints are not acceptable on any surface. Wipe! Wipe! Wipe!

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

\_\_\_\_\_  
Trainee Name

\_\_\_\_\_  
Trainer Name

Tasks	Date Completed
<b>Vacuum</b>	
Bedrooms Area	
Bathroom Area	
Living Area (when needed)	
<b>Bathroom</b>	
Wipe-down/Clean all surfaces (vanity, then bathtub, then toilet) with bathroom cleaner. Double check to ensure there is no hair!	
Restock Bath Towels (4)	
Restock Hand Towels (4)	
Restock Washcloths (4)	
Restock Makeup Cloths (1)	
Restock Soap (1)	
Check Bulk Amenities	
Spray floor cleaner and clean bathroom floor	
<b>FINAL STEP!</b>	
Walk out of room spraying air freshener as you go (the more the better)	

## Always...



Record if guest used room water bottle/s. (when applicable)



Ensure there is no debris outside the room.



Note any window markings and wipe down the window with blue cloth.

Manager Initials:

Trainee Initials:

Employee Initials:

# TRAINING

\_\_\_\_\_  
Trainee Name

\_\_\_\_\_  
Trainer Name

Tasks	Date Completed
<b>Stay-over Service</b>	
Remove all garbage	
Dust all hard surfaces including windowsill case goods (including headboard), cubbies, doors, and shelving with yellow cloth and multi-surface cleaner. Ensure you quickly wipe down top of headboard.	
Make bed	
Restock all coffee and bathroom amenities	
Restock all towels	
Vacuum	
Walk out of room with air freshener	

## Always...

- Hair anywhere is not acceptable on any surface. Wipe! Wipe! Wipe!
- Check Shower Curtains for Mold/Mildew.
- Check all lighting.
- Check bed surround.
- Triple check for hair!
- Check under microwave for dust and debris.
- Check PTAC Filters.

Manager Initials:

Trainee Initials:

Employee Initials: