

# PARAGON CASINO RESORT

## Job Description

### HOTEL ROOM ATTENDANT SUPERVISOR

<b>Department:</b>	<b>Hotel</b>	<b>Reports to:</b>	<b>Hotel Hsk. Assistant Manager</b>
<b>Job Code:</b>	<b>SUP12</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>SUP001</b>	<b>Costing:</b>	<b>200 2000 2011</b>
<b>Pay Grade:</b>	<b>N3</b>	<b>Date:</b>	<b>03/02/12</b>
<b>EEO-1 Code:</b>	<b>9</b>		

#### **SUMMARY:**

Responsible for assisting Housekeeping with the successful overall coordination and direction of all activities of the Room Attendant Division of the Housekeeping Department, ensuring an exceptional standard of cleanliness is achieved and maintained in all guest rooms.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Inspects each assigned guest room, prior to occupancy, to ensure cleanliness and appearance, maintaining records of rooms, which received cleaning approval, as well as rooms, which required further cleaning and maintenance.
- Guides, supports and supervises Room Attendants, Lobby Attendants and House persons in the proper execution of their daily responsibilities.
- Monitors computer system, in order to track room vacancies, for cleaning and maintenance purposes.
- Takes responsibility for the security of a "Pass Key" during assigned shift, turning it in at the end of the shift to the Housekeeping Manager.
- Maintains an adequate supply of linens, cleaning chemicals and amenity inventories re-ordering and re-stocking when necessary.
- Properly tags lost and found items and delivers them to the Housekeeping Office, for storage.
- Assists with maintaining adequate staffing levels in the Housekeeping Department, by interviewing, selecting, training, scheduling, evaluating, assisting with career development, promoting, disciplining and terminating Associates, as needed.
- Prepares various daily, weekly and monthly reports, offering suggestions and recommendations, where appropriate, to improve productivity and cost-efficiency.

#### ***Paragon Casino Resort requires all Associates to consistently:***

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.

- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises the daily activities of all Room Attendants, House persons, and Lobby Attendants on assigned shift.

**REQUISITE QUALIFICATIONS:**

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High school diploma or general education degree (GED) and one (1) to two (2) years cleaning experience, preferably in a Hotel environment preferred.

**Qualifications:** Must possess effective communications and organizational skills.

**Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.**

**Language Skills:** Ability to read and comprehend simple instructions and correspondence. Ability to write basic instructions and correspondence. Ability to effectively present information in one-on-one and small group situations.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:** Ability to apply commonsense reasoning to a variety of situations.

**Physical Demands:** The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate must regularly lift and/or move up to twenty-five (25) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move more than one hundred (100) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is regularly exposed to risk of exposure to chemicals used in the cleaning and maintenance of the property.

The noise level in the work environment is usually moderate.