

PARAGON CASINO RESORT

Job Description

HOTEL HOUSEPERSON

Department:	Hotel	Reports to:	Hotel Room Attendant Supervisor
Job Code:	HP01	License:	Non-Gaming
Position Code:	HP001	Costing:	200 2000 2011
Pay Grade:	N2	Date:	04/05/12
EEO-1 Code:	9		

SUMMARY:

Responsible for achieving and maintaining an exceptional level of cleanliness throughout the public areas of the Hotel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Cleans furniture, glass, mirrors, elevators, planters, framed pictures, and other furnishings in public areas of the Hotel, including, but not limited to, the Lobby, Pool and Restrooms.
- Dusts, sweeps, mops, scrubs, vacuums, empties wastebaskets, empties and cleans ashtrays and cleans assigned areas of the hotel.
- Sweeps, vacuums, mops, scrubs and polishes floors, hallways and stairs.
- Sweeps stairwells, parking lot, and attends to special projects as requested.
- Cleans elevators, power washes the driveway entrance to the hotel, as requested.
- Removes trash and dirty linens from public areas and guest rooms.
- Delivers special request items, such as cribs or roll-away beds, irons and ironing boards and hair dryers to guest rooms promptly.
- Maintains shelf organization in the storerooms; stocks carts with supplies for the Room Attendants.
- Packs amenities for guest rooms into caddies and delivers to all hotel floors.
- Responds to guests' requests, complaints or inquiries courteously and promptly.

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.

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) preferred.

Qualifications: Previous Hotel/Motel experience preferred.

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.

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 frequently required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate is regularly required to lift and/or move up to fifty (50) pounds and occasionally lift and/or move over 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.

