

PARAGON CASINO RESORT

Job Description

HOTEL HOUSEKEEPER (Swing/Grave Shift)

Department:	Hotel	Reports to:	Hotel Room Attendant Supervisor
Job Code:	ATT03	License:	Non-Gaming
Position Code:	ATT011	Costing:	200 2000 2111
Pay Grade:	N2	Date:	12/12/19
EEO-1 Code:	9		

SUMMARY:

Responsible for achieving and maintaining an exceptional standard of cleanliness throughout hotel lobby, public areas and guest rooms of the Hotel, including but not limited to the lobby, pool, restrooms and Spa La Vie.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Vacuums, sweeps, scrubs, mops, and cleans carpet and polishes flooring. Sweeps stairwells, parking lot and power washes driveway entrance to hotel.
- Dusts, brushes, polishes, cleans and vacuums furniture, glass, mirrors, curtains, framed pictures, appliances and other structural fixtures and furnishings. Empties wastebaskets, empties and cleans ashtrays, glasses and coffee mugs, sweeps stairwells, parking lot and elevators.
- Scrubs, disinfects and deodorizes showers, toilets, washbasins, and other bathroom and vanity fixtures.
- Removes trash, dirty linen and debris from all areas.
- Replenishes linens, amenities and other supplies in guest rooms/areas.
- Strips beds, collects dirty linens, and makes beds with fresh linens.
- Delivers special request items, such as cribs or roll-away beds, irons and ironing boards and hair dryers to guest rooms promptly. Packs amenities for guest rooms into caddies and delivers to all hotel floors.
- Maintains shelf organization in the storerooms and stocks cleaning carts with supplies.
- Reports items found to the Supervisor and /or properly tags lost and found items and delivers them to the Housekeeping Office, for storage.
- Routinely inspects for maintenance needs, such as burnt-out light bulbs, plumbing or electrical problems, carpentry needs, or other special problems, and reports the same to the Housekeeping Office, for proper resolution.
- Takes responsibility for a "Pass Key" during assigned shift, turning it in at the end of the shift to the appropriate person.

- Cleans all surface hoods, drains, sinks, rack areas and floors under equipment in food preparation areas in the Banquet Cutlery/Flatware Cleaning Room.
- Ensures adherence to all OSHA safety requirements, MSDS and company safety policies.
- Responsible for maintaining a clean and sanitary area at all times in full accordance with the Tunica-Biloxi Environmental Health Department and State Health Regulations.
- Perform other non-gaming duties as assigned.

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) and a minimum of six (6) months prior Housekeeping experience, preferably in a Hotel environment, preferred.

Qualifications: Must possess excellent communication and organizational skills. Must be able to understand and comply with the requirements for safe handling of chemicals.

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 is regularly required to lift and/or move up to fifty (50) pounds and push or pull up to one hundred seventy-five (175) 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 chemicals used in the maintenance and cleaning of the property.

The noise level in the work environment is usually moderate.