

LA VALENCIA
HOTEL
POSITION DESCRIPTION

JOB TITLE: Room Attendant

JOB TYPE: Full Time

DEPARTMENT: Housekeeping

REPORTS TO: Director of Housekeeping, Housekeeping Manager and Supervisor.

COMPENSATION: \$21.50 per hour

JOB SUMMARY: Room attendants provide excellent customer service to our hotel guests. Their responsibilities include changing towels, making beds, and cleaning guestrooms and bathrooms. You will address clients' queries and make sure our rooms are clean and inviting upon guests' arrival. Ultimately, you will ensure a pleasant and comfortable experience for our guests during their stay with us.

ESSENTIAL DUTIES:

- Change bed linen and make beds.
- Replace used towels.
- Sweep and mop floors.
- Vacuum carpets.
- Dust furniture.
- Replenish bath care products (i.e., soap and shampoo).
- Restock beverages and food items in the mini bar.
- Clean public areas, like corridors.
- Report any technical issues and maintenance needs.
- Address guests' queries (i.e., on additional services).
- Help guests retrieve lost items.
- Ensure all assigned rooms are clean and tidy by the end of the shift.
- Follow hotel security guidelines.
- Other tasks deemed necessary by a member of management.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
- Informs supervisor or management of any mechanical failures or supply shortages, so corrective action can be implemented.
- Represent the Golden Standards daily.
- Support and comply with La Valencia's policies and procedures.
- Other duties may be assigned as needed.

QUALIFICATIONS & REQUIREMENTS:

- High school diploma or equivalent plus, not required.
- English fluency required.
- One year of cleaning experience or equivalent in hospitality or related field preferred.

SKILLS AND APTITUDES:

- Excellent organization skills.



- Ability to prioritize tasks effectively.
- High-quality standards for production and service.
- Maintain a professional and courteous environment.
- Good team player
- High level of morale and productivity.

PHYSICAL REQUIREMENTS:

- Frequent standing, walking, bending, reaching, crouching, kneeling, balancing, and pushing/pulling.
- Frequent lifting/carrying up to 75 lbs. and occasional lifting carrying of up to 100 lbs.
- Must be able to work well under pressure.
- Must always be aware of environment and safety procedures.
- Flexibility required to work long, sometimes irregular hours.

WORKING ENVIRONMENT: Works indoors and outdoors. Must always be alert and practice safety protocols. Possible exposure to blood-borne pathogens.

Job Type: Full-time

Work Location: In person

Equal Opportunity Employer

The above statements are intended to be a general description of the position. The omission of a specific duty does not exclude it from the position if work is similar, related or logically assigned. Moreover, the description is subject to change as the needs of the employer or position change.

Pacifica is an Equal Employment Opportunity Employer committed to hiring a diverse workforce and maintaining an inclusive culture. All qualified applicants will receive consideration for employment, without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, medical condition, and any other status protected by state or federal law. As an Equal Employment Opportunity Employer, we comply with the Americans with Disabilities Act (ADA) to make reasonable accommodation to qualified individuals. Qualified individuals are encouraged to discuss potential accommodations with the employer.
