MOHICAN CASINO · RESORT

JOB DESCRIPTION

POSITION: **Room Attendant**
Full Time
WAGE: **$10.00 per hour**

POSTING DATE: 12/29/16

CLOSING DATE: Until Filled

Reports directly to: Housekeeping Coordinator

Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.
6. Must be 18 years of age.

STANDARD DUTIES:

1. Must attend all training as required by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Hotel Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as required by the organization.
6. Must wear the approved departmental uniform.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Previous hotel housekeeping experience is helpful, but not necessary; will train.
3. Must be able to communicate with and be able to answer hotel guest's questions in a polite and courteous manner.
4. Must have excellent guest service skills.
5. Must be in good physical health and capable of walking, standing, and bending for the entire shift.
6. Must be able to lift 35 lbs. regularly and be able to push a 75 lb. housekeeping cart.
7. Must be able to clean a minimum of 8-12 rooms in an eight hour shift.
8. Ability to carry out tasks and follow directions as necessary.
9. Ability to comprehend material safety data sheets.
10. Knowledge and understanding of cleaning products and respective surfaces as instructed.

DUTIES:

1. Clean hotel rooms as per instructions and training, including turning mattresses and noting date, arranging furniture, vacuuming, making beds, emptying trash, cleaning bathroom, dusting and whatever is required to completely clean the room.
2. Collect soiled linens and towels, place in designated place on housekeeping cart, and during your shift or at end of shift, drop soiled linens and towels into laundry chute.
3. Complete Maintenance Repair Request Forms and for immediate requests, report maintenance issues to the supervisor i.e. burned out light bulbs or slow drains in the bathroom. If damage to walls, furniture, carpet or fixtures, advise supervisor as soon as possible. Report unsafe conditions to supervisor immediately. Submit Maintenance Repair Request Forms to supervisor at end of shift and ensure repairs have been made. If encounter suspicious materials or behavior from guests, report to supervisor immediately.
4. Replenish room supplies such as drinking glasses, bathroom amenities, towels, toilet paper, facial tissues, and in room hotel information, paper and pens.
5. At the beginning of the shift, stock housekeeping cart with the necessary cleaning supplies and amenities.
6. Before entering a guest room, always observe proper procedures as trained and instructed.
7. If the guest has checked out, turn in items left behind to the Housekeeping Lost and Found. Advise the supervisor and ensure it is recorded in the Housekeeping Lost and Found Log. Guestroom key cards are turned into front desk at the end of shift.
8. Use room cleaning checklist to ensure all tasks assigned at the beginning of shift are completed and turn in the completed cleaning checklist to the supervisor at end of shift.
9. Clean and vacuum area immediately outside the guest room.
10. Restock, clean and straighten linen supply closet at the end of the shift.
11. Observe safety and security procedures at all times. Be familiar with fire prevention and understand emergency and evacuation procedures.
12. When finished with the guest room, secure the room and notify the supervisor so they can do the final inspection.
13. May deliver ironing boards, pillow, baby crib or roll-away bed, or other amenities as requested by the guest(s). Note the delivery of such items in Housekeeping Special Guest Items Log noting the item, guest room number, date and signature.
14. Report pertinent information to the housekeeping coordinator.
15. Adhere to the highest service standards to offer the resort guests an optimum hospitality experience.
16. Carry out all assignments received from the housekeeping coordinator.

17. Become familiar with all aspects of hotel, spa, business center, exercise room, casino, dining facilities and special events.

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE