



RUMBLING BALD

RESORT ON LAKE LURE

JOB DESCRIPTION:

JOB TITLE: Housekeeper
DEPARTMENT: Lodging
REPORTS TO: Quality Assurance Coordinator
CLASS: Full-time/Year-round
PAY RANGE: \$7.25 –10.45/hour

BASIC PURPOSE: Performs housekeeping duties, such as cleaning and stocking supplies in units when assigned. Maintains a high cleanliness standard for all resort rental units and provides top level customer service for guests.

FUNCTIONS:

- Cleans guest rooms and stocks with appropriate supplies in the prescribed manner while following safety and security procedures and regulations, including but not limited to: Picks up and removes trash; Changes linen and makes bed(s); cleans entire bathroom; sweeps and dusts each unit; cleans the windows, balconies and porches.
- Retrieves, stocks, restocks and stores the supplies according to current procedures.
- Receives assigned section, keys, supplies and any priority room requests from the Executive Housekeeper. Turns in keys and unused supplies at the end of each shift. Checks with supervisor prior to clocking out at the end of each day.
- May be required to clean carpets using equipment supplied by Lake Lure Golf & Beach Resort to maintain cleanliness standards of all floor coverings within the rental units and amenities.
- Responds to guest requests and reports guest concerns in a timely and hospitable manner to ensure guest satisfaction.
- Reports any missing articles, damages or mechanical problems to the Executive Housekeeper and turns in any articles left in each unit.
- Coordinates with the Executive Housekeeper relating to work priorities and provides assistance when/where needed.

- Check amenities buildings (i.e., restaurants, pro shops, recreation and public areas) to insure that they meet cleanliness standards are cleaned and properly stocked.
- Performs other related duties as directed by the Executive Housekeeper.

SKILLS & ABILITIES:

- Ability to meet the prescribed cleaning standards.
- Self motivated, self-starter.
- Demonstrates teamwork and customer service focus.
- Excellent communication skills.
- Ability to lift up to 50 pounds.
- Valid Driver's License Required

PHYSICAL REQUIREMENTS:

- Requires moderate physical activity, handling of average-weight objects, up to 50 pounds, and standing and/or walking for more than four (4) hours per day.
- Work involves moderate exposure to extreme temperatures, fumes, smoke, odors, And/or loud noises.
- Work environment involves some exposure to hazards or physical risks, which require following basic safety precautions.

EXPERIENCE:

6 months prior carpet cleaning or housekeeping experience.

EDUCATION: High School or equivalent.