

Housekeeper Tasks & Responsibilities

- Cleaning guestrooms mid-stay and after departure
- Communicates with the front desk on check in-check out times of guests
- Making beds
- Replacing dirty linens and towels
- Restocking guestroom amenities like toiletries, drinking glasses, and notepads
- Restock mini-fridge
- Removing garbage, recycling, and room service trays
- Picking up and returning valet laundry items
- Handling guest valet laundry and dry cleaning within the agreed-upon timeframe
- Perform a check on all room appliances to ensure they are in good working condition
- Adjust furniture, desk items, and appliances when necessary
- Dust furnishings and walls and remove marks from them
- Carry out floor care duties in the hallway and guest rooms, and vacuum
- Organizing and stocking housekeeping carts/closets
- Notifying the maintenance department about broken appliances, old light bulbs, or damage
- Provide an immediate report of any safety hazards, injuries, maintenance problems, or accidents to the supervisor
- Upholding the hotel's confidentiality and security standards
- Respecting "do not disturb" signs and the guest's privacy
- Adhere to all safety, security, and company procedures and policies
- Cleaning public spaces like lobbies, restaurants, and meeting rooms
- Cleaning back-of-house areas like office and employee changing rooms
- Cleaning stairways, hallways, entrances
- Emptying garbage cans in public areas
- Reporting broken items to the maintenance department
- Sorting, washing, drying, folding, ironing, and organizing all hotel laundry, which can include towels, sheets, bathrobes, napkins, tablecloths, uniforms, and more
- Removing linen that has stains or holes
- Operating washing and drying machines
- Mixing and measuring soaps, detergents, and cleaning products