

Job Description:

Job overview: The primary function of the Houseperson / Room Attendant is to be responsible and accountable for enhancing member satisfaction by maintaining a clean, hygienic and tidy accommodation environment at the Club and Resorts.

Environment: Working in a hotel, resort or villa rooms, going from room to room either inside or outside of the building.

Psychosocial demands: Low job control, high work demand, potential exposure to traumatic incidents.

Shifts: Due to the 7day/week nature of the operation, flexibility is required by the incumbent to assist with occasional unscheduled or on call duties and will require a presence on weekends. An average of 11 rooms per day per 6-hour shift.

PPE: Gloves, safety eyewear when refilling chemical bottles, footwear flat with non-slip soles and enclosed toe.

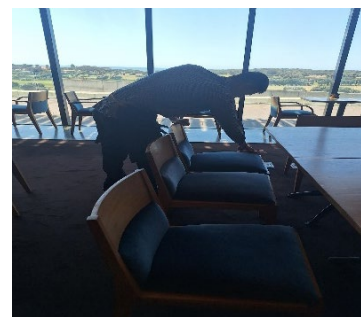
Vacuuming a room



Making a bed



Cleaning surfaces

**Key Tasks:**

1. Preparing the Housekeeping Cart - all necessary supplies and equipment are available for room cleaning (incl. linen, cleaning supplies, amenities and rubbish bags) moving cots, roller beds, mattresses, maintaining storerooms
2. Entering and Assessment the Room - taking note of any guests in the room or visible issues or damage
3. Stripping the Room - removing using linen and rubbish
4. Cleaning the Room - including dusting; vacuum and mop; clean windows, mirrors and glass surfaces; disinfect all surfaces, including sink, toilet, shower, and bathtub; refill amenities
5. Making the Bed - moving the bed and fitting clean linen on mattress and pillows
6. Final Inspection - ensuring everything is clean, arranged, and in working order

Postural Tolerance	O	F	C	Comments
Sit	√			During rest breaks
Stand			√	Long duration
Walk			√	Short distances
Kneel	√			Cleaning low areas
Squat	√			Items from floor
Crawl				N/A
Lying				N/A

Material Handling	O	F	C	Comments
Lift		√		2-10 kgs max
Carry		√		2-10 kgs max
Push	√			Trolley, vacuum
Pull	√			Trolley, vacuum
Reach		√		Cleaning high or low
Grip			√	Use of cleaning tools
Dexterity			√	Use of cleaning tools

Job Modifications:

- Reduce the MH
- Buddy with another employee
- Task Rotation
- Flexible Rostering
- Job Sharing
- Frequent Breaks

Alternate Duties:

- Admin Duties
- Hotel Room Checklist
- Conducting Audits
- Restocking amenities cupboard
- Restocking Housekeeping trolley
- Supervising