



## JOB DESCRIPTION

Title: Housekeeper	Team: Chanticleer Inn Bed & Breakfast
Reports to: Chanticleer & Grandview Manager	Status: Full-Time, Non-Exempt

### Summary

*The Chanticleer Housekeeper position offers our partners the opportunity to contribute to one of the area's most unique boutique lodging experiences atop historic Lookout Mountain. Typical work schedules occur between 8:00AM-5:00PM, ranging from 6–8-hour shifts. Partners can work up to 5 days a week with 2 days off. Under the direction of the Chanticleer & Grandview Manager the Housekeeper is responsible for performing the following duties:*

### Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Enters guest rooms following appropriate procedures for gaining access and ensuring vacancy before entering.
- Replaces guest amenities and supplies in rooms.
- Replaces dirty linens and terry with clean items.
- Makes beds and folds terry.
- Cleans and stocks bathrooms as well as cleaning of the other non-guest room areas.
- Removes trash, dirty linens, and service items.
- Checks that all appliances are present in the room and in good working order.
- Straightens desk items, furniture, and appliances.
- Dusts, polishes, and removes marks from walls, furnishings, and windows.
- Vacuums carpets and performs floor care duties in guest rooms.
- Launders linens and other items.
- Ensures that company policies and procedures are followed and enforced at all times.
- Monitors housekeeping and related supply inventory, notifying appropriate leadership of needs in accordance to par levels.
- Notifies manager of any repairs and guest room issues that need attention.
- Performs other duties as assigned by management.

### Qualifications

- Must be at least 18 years old.
- Previous related experience preferred, in lodging, hospitality, or related field and willingness to receive training.
- Possess a kind personality, the desire to contribute to a great team.
- Ability to display a professional, engaging, and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 40 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.