



Hotel Cerro Job Description – Housekeeper

Position Title: Housekeeper

Lines of Communication: Reports to: Head Housekeeper,

Housekeeping Supervisor

Responsible for: Maintain and clean guest rooms

Liases with: Housekeeping & Other Departments

Position Summary:

Housekeepers are responsible for cleaning guest rooms & suites and meeting Hotel Cerro's standards of service and cleanliness. They are responsible for reporting any maintenance deficiencies, handling guests' requests, and using correct cleaning chemicals for designated surfaces.

Duties and Responsibilities:

Duties and Responsibilities will include but not be limited to the following:

- Clean bathtub, toilet, sink, walls, mirrors, tiles, wood floor, counters, mop, sponges, brushes. Cleaning areas by extending arms over head, bending and stooping.
- Strip beds, make beds and changing bed linens.
- Dust all furniture, art work, drawers, windows, window frames, and shelves thoroughly.
- Push and pull vacuum throughout entire rooms.
- Empty trash and recycle bins.
- Mop the wood floors and tile using the right cleaning pad and chemical.

- Replenish amenities, linens, supplies in guest room & suites.
- Clean and restock coffee set
- Clean and restock mini fridge
- Reviews daily arrivals, stayovers and departures.
- Keeps and maintains a high morale and productivity as well as consistent and effective flow of communication within housekeeping as well as other departments of the hotel.
- Informs supervisor if running low on inventory of guest and housekeeping supplies.
- Keeps and maintains the property's superior standards of housekeeping.
- Complete projects in a timely manner.

Prerequisites:

- Must be able to work with cleaning products.
- Must perform duties with a sense of urgency.
- Must be flexible in terms of working hours and schedules.
- Must be able to endure physically long periods of standing.
- Must possess outstanding guest services skills and a clean presentation.
- Must be able to handle a multitude of tasks in an intense, ever-changing environment.

Education

- High school diploma or equivalent required.

Experience

- 1+ years in housekeeping experience in a hotel environment preferred.