



## Houseperson – Hilton Garden Inn

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Join the new Hilton Garden Inn and seize the unique opportunity to be part of the team at this stunning new facility custom designed to offer an exceptional guest experience to Wausau travelers! If you are an energetic hospitality professional or have great work ethic and customer service skills in another industry, this could be the job opportunity for you. We offer an upbeat workplace where teamwork is a must. We happily provide training, free uniforms and annual reviews. Great performance is rewarded with pay raises.

### **Job Summary**

The Houseperson reports to the Executive Housekeeper and is responsible for keeping all common areas of the hotel clean, orderly and well maintained.

### **Responsibilities**

- Performs any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner:
  - Cleans rugs, carpets and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
  - Cleans rooms, hallways and restrooms.
  - Washes walls and ceiling, moves furniture and turn mattress.
  - Sweeps, mops, scrubs, waxes and polishes floor.
  - Dusts and polishes metalwork.
  - Collects soiled linen for laundering.
  - Receive linen supplies from floor shoots.
  - Maintains Housekeeping carts.
  - Removes trash collected by Housekeeping team.
  - Walk all assigned floors at beginning and end of shift to collect Newspaper bags, newspapers, trash, soiled linen.
  - Pickup clean linen and refill the par stock of linen on each floor pantry.
  - Deliver towels, cribs, cots and other items to the guest rooms on requests.
  - Perform duties of Housekeeper when necessary.
  - Sort linen, stock room attendant closets.
  - Refill the par stock of guest amenities and supplies on each floor pantry.
  - Help the Housekeeping team with the heavy lifting when super cleaning / spring cleaning of rooms.
  - Clean all public areas in the prescribed manner while following department standard operating procedures.
  - Remove soiled linen and trash from the pool side and other service area and take to appropriate locations in the prescribed manner.
  - Assist Maintenance Engineer and Housekeeping teams with placing bed boards, rollaways beds, and extra beds.
- Identify and report any needed repairs, preventative or other maintenance issues to Executive Housekeeper or Maintenance Engineer.
- Respond promptly to requests from guests and other departments.



- Report missing and found articles, damage or merchandise problems to the Executive Housekeeper.
- Respond at all times in a friendly, helpful manner to guests and other colleagues.
- Interact with hotel guests with a positive customer service attitude, providing assistance and information as needed.
- Maintain open communication with other hotel departments.
- Understand and help monitor basic safety and security procedures of the hotel.
- Perform other tasks and assist other departments as needed.
- Report to work in required uniform and in adherence with the Hotels Dress Code Policy.
- Must be able to work independently and as a team player.

### **Qualifications**

- High school education or equivalent.
- Minimum of 1-3 years of experience in a service industry is preferred.
- Reliable with strong work ethic.
- Ability to push, pull, carry and lift 50 pounds on a regular basis throughout the shift. Moving furniture, frequent walking, standing, bending and stair climbing are also regular requirements of the job.