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| Job Title: | Housekeeper | Job Category: | Entry Level |
| Department/Group: | Housekeeping | Job Code/ Req#: | HK2022010 |
| Location: | Saratoga, WY | Travel Required: | None |
| Level/Salary Range: | \$10-12/hr. based on experience | Position Type: | Full Time or Part Time Available |
| HR Contact: | Gabrielle | Date Posted: | 10/04/2022 |
| Will Train Applicant(s): | Will Train Qualified Applicant | Posting Expires: | Until Filled |
| External Posting URL: | https://saratogahotspringsresort.com/employment-opportunities-saratoga-wyoming/ | | |
| Internal Posting URL: | | | |
| Applications Accepted By: | | | |
| FAX OR EMAIL: info@saratogahotspringsresort.com (307)326-5234 | | MAIL: Hiring Manager PO BOX 869, Saratoga, WY 82331 | |
| Job Description | | | |
| <p>ROLE AND RESPONSIBILITIES</p> <p>We are looking for housekeepers for part time and full time openings. Our resort operates seven days a week, so operational demands require variations in shift days, starting and ending times, and hours worked in a week. Housekeeping responsibilities include cleaning and supplying guest rooms and related areas safely and efficiently, and compliant to resort standards as well as federal, state, and local regulations. Our ideal candidate will have the ability to understand and provide friendly guest service. They will also be able to comply with proper cleaning techniques, procedures, and brand standards and practice safe work habits.</p> <p>Basic Responsibilities of this position include:</p> <p>Housekeeping responsibilities include stocking cart to ensure all supplies, linens and amenities are available to clean according to room assignments, special requests, and priority room requests. They clean and stock guest rooms with appropriate supplies in accordance with policies, procedures, and brand standards. Change linens and towels, make beds, scrub bathroom, vacuum, mop, dust, wash windows, mirrors, and walls, remove trash, place amenities, etc. Perform quality check on the television, telephone, heating/air conditioning and lights. Appropriate and proper use of cleaning equipment and supplies. Turn in keys, properly store and secure caddie/cart and unused supplies. Accurate and prompt reporting of all emergencies, injuries, missing items, damage, mechanical problems, and safety hazards. Prompt and accurate reporting of all articles left in guest room after checkout for entry into Lost and Found.</p> <p>Communicate with customers to receive feedback and report complaints to direct supervisor timely and in a professional manner that helps to improve the resort and guest satisfaction going forward.</p> | | | |



QUALIFICATIONS AND EDUCATION REQUIREMENTS

1. High school education or related experience.
2. Ability to understand and provide friendly guest service.
3. Ability to understand and comply with proper cleaning techniques, procedures, and brand standards.
4. Ability to operate a vacuum, mop, and properly use cleaning equipment and supplies.
5. Ability to timely complete assigned rooms.
6. Ability to organize housekeeping cart and supplies.
7. Ability to identify and investigate and resolve basic issues.
8. Ability to follow an appropriate course of action based on policies and procedures.
9. Ability to operate a lamp, phone, TV and other guest equipment.
10. Bilingual a plus.

PREFERRED SKILLS

1. Proven track record of dependability and punctuality.
2. Attention to detail and good organization skills are preferred.
3. Efficient time management skills are necessary.
4. Ability to work alone or with others.
5. Ability to articulate and present oneself in a positive and professional manner.
6. Maintain a safe, clean, sanitary workplace, and their personal behavior and job performance to support.
7. All areas of operations pertaining housekeeping are “Guests Ready” and maintained to a high standard of presentation.
8. Excellent customer service skills.
9. Exceptional organizational, leadership, problem-solving, and communication skills.

ADDITIONAL NOTES

Employee housing is available to employees or potential employees who qualify. To inquire about or apply for employee housing, please contact Gabrielle Austin at gaustin@saratogahotspringsresort.com

Additional Employee Benefit will be provided at interview.

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| Reviewed By: | Gabrielle Austin | Date: | 10/19/2022 |
| Approved By: | Cheena Parsons | Date: | 10/15/2022 |
| Last Updated By: | Kay Ledgerwood | Date/Time: | 10/14/2022 |