Laundry Attendant Job Description

Objective: To represent the highest standard of excellence in room upkeep and guest satisfaction.

Reports to: Housekeeping Manager

Specific Expectations: The primary purpose of the position is to maintain excellent housekeeping standards, to ensure guest satisfaction and a future return. The Laundry Attendant is expected to provide prompt, courteous, friendly and professional service to all Canad Inns guests at all times. They are responsible for maintaining superior quality service for guests. Performing their jobs on a daily basis, they are required to be detailed in every aspect of their work while maintaining an efficient pace. The Laundry Attendant will adhere to all rules and guidelines as set to all department employees.

Opening Duties:

1. Sign in on timesheet and check communications binder/board for pertinent information relating to the upcoming shift;
2. Attend a pre-shift briefing;
3. Receive assignment sheets;
4. Gather equipment and tools;
5. Pick up keys;
6. Open pool (if applicable).

Shift Duties:

- ✓ Alert management and Maintenance personnel of problems and issues concerning the upkeep of the hotel;
- ✓ Assist House Attendants and Room Attendants when necessary;
- ✓ Clean and maintain all laundry room equipment and linens;

- ✓ Ensure efficient and proper operation of laundry equipment;
- ✓ Greet each guest politely;
- ✓ Handle and store all cleaning agents according to set regulations;
- ✓ Identify and report any linens found not belonging to Canad Inns;
- ✓ Keep laundry area organized and clean;
- ✓ Supply an adequate amount of linens for Room Attendants to properly complete all duties;
- ✓ Train and assist new employees with techniques and procedures;
- ✓ Work with fellow employees and management to achieve the standards set by Canad Inns.

Closing Duties:

1. Confirm all assignments are completed;
2. Shut down all equipment;
3. Prepare work area for next shift;
4. Secure work area;
5. Return keys;
6. Sign out on timesheet and check schedule.

Qualifications:

- ✓ Bondable;
- ✓ Can acquire Criminal Background Check and any necessary certificates;
- ✓ Clean, with good hygiene habits;
- ✓ Detail-oriented;
- ✓ Effectively communicates;
- ✓ Experience in a similar work environment;

- ✓ Multi-tasks efficiently;
- ✓ Organized, accurate and reliable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanour;
- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Takes direction and learns quickly;
- ✓ Works in a team environment;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

Supplies & Equipment:

1. Clean and pressed uniform with nametag

Workplace Abilities:

- ✓ Bend and stretch frequently;
- ✓ Lift, balance and carry supplies of up to 20 lbs during your shift;
- ✓ Stand, walk and remain on feet and perform job duties throughout shift;
- ✓ Work quickly and quietly.

All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.