



### ADVENTURE GUIDE POSITION DESCRIPTION

<b>GUIDE TITLE:</b>	<b>Housekeeping Attendant</b>	<b>DEPT:</b>	<b>Hotel</b>
<b>FLSA:</b>	<b>Non Exempt</b>	<b>DATE:</b>	<b>02/2022</b>
<b>REPORTS TO:</b>	<b>Housekeeping Supervisor</b>	<b>PAY GRADE:</b>	<b>3.1</b>

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Our philosophy in Yurok Country is to create legendary adventures for our guests. Each adventure guide must support a standard of service excellence that exceeds expectations and creates a sense of place and welcome for each guest. By joining the Redwood Hotel Casino team of adventure guides; you are committing yourself to this philosophy and acknowledging your dedication to providing adventures filled with the traditions, stories and the beauty of Yurok Country. Be prepared to become a trailblazer creating magical moments with legendary service standards.

#### **POSITION OVERVIEW** *(the basic function of the position):*

Perform general housekeeping, laundry, public spaces cleaning, and pool area cleaning as well as maintenance tasks to ensure that product quality standards are met and optimum service is provided to hotel guests according to Yurok Service Standards. May perform preventive and regular maintenance and repairs to all areas of the hotel.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the types of duties and knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Carryout preventive maintenance program and the Deep Clean program to ensure facility is maintained and in service for guests.
- Clean guest rooms to property standards in a timely manner.
- Ensure storage closets and housekeeping carts are clean and stocked.
- Complete all necessary IHG trainings
- Maintain pool area; stocking towels and keeping area clean and free of standing water.
- Assist in creating and maintaining a safe work and customer environment, ensuring all sanitation regulations and procedures are followed an updated, understands the Emergency/Safety/Fire Safety systems of the facility, and maintains current knowledge of OSHA Rules and Regulations.
- Assist with maintaining public areas; such as, swimming pool, restrooms, back office, hallways, elevator, and parking lot, etc.
- Check out with supervisor before clocking out for the day.
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction.
- Carry out special needs and requests of the guests, VIPs and repeat visitors.
- Promote Tribal Member employment and mentor Tribal Team Members following Tribal Member Preference policies.

- Promote a clean, safe, healthy and friendly work environment for adventure guides and guests; report and direct safety issues to Safety Team.
- Other duties as assigned.
- May assist as event support
- May be dual rated to assist in Casino and/or Hotel as business needs demand.
- Ability to maintain effective working relationships with public officials, department heads, associates and the public.
- Represent facility professionally and positively on the telephone and in person.
- Greet visitors as required.

### **SERVICE STANDARDS:**

Must be able to incorporate Yurok Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

### **LANGUAGE SKILLS**

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Skill in effectively, communicating information through verbal and written correspondence to adventure guides, managers, clients, customers, and the general public, including writing reports, business correspondence and procedural manuals.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Ability to analyze and solve complex management problems having nonstandard solutions. Skill in identifying and resolving administrative problems under pressure conditions. Skills in assessing operation, program, staffing and fiscal needs.

### **AUTHORITY & RESTRICTIONS** (*supervisory capacity, signatory ability, access to sensitive areas, gaming /tipping restrictions*)

- This position does not have supervisory responsibility.
- Maintain confidentiality and discretion in all areas; including the dissemination of trade secrets, planning and promotional procedures, and customer information files.
- Access to sensitive customer information and computer processes.
- All adventure guides are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified for adventure guides.
- No gaming or tip accepting in facility at any time.

**POSITION REQUIREMENTS** *(objective educational or technical training required; skills; and years of experience):*

- High School Diploma or GED required.
- One year of housekeeping experience including some supervisory training/experience preferred.
- Hold or obtain CPR/First Aid certification within 90 days of employment.
- Knowledge of standard concepts, practices and procedures in mechanical, electrical, plumbing, carpentry, or commercial flooring preferred.
- Must be 18 years of age or older.
- Must pass and remain in compliance with Yurok Gaming Commission background check and drug free work place policies
- Ability to work weekends, holidays and evening hours as business demands

**PHYSICAL DEMANDS/WORK ENVIRONMENT** *(the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions):*

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 50% of the work time.

While performing the duties of this job, the employee is exposed to tobacco smoke, moving mechanical parts and fumes or airborne particles. The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions and to wet and/or humid conditions. The noise level in the work environment is usually moderate.

**TRAVEL REQUIREMENTS**

Local travel is occasionally required. Travel outside of the state is infrequently required. Typical travel time is generally less than a week.

**TRIBAL PREFERENCE**

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

**This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:**

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Employee Name (Please Print)

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Employee Signature

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Date

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Manager

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Date

