

**POSITION DESCRIPTION**

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**JOB TITLE:** Turndown Attendant (Full-Time)

**DEPARTMENT:** Housekeeping

**REPORTS TO:** Night Supervisor or Office Coordinator

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**ESSENTIAL PURPOSE:** To ensure the cleanliness and comfort of guest rooms prior to evening occupancy, and to provide special amenities to enhance guest enjoyment.

**ESSENTIAL DUTIES:**

- To communicate all guest requests to an appropriate supervisor in a timely and professional manner.
- To satisfactorily perform routine housekeeping tasks in guest rooms, including vacuuming, mopping, dusting, and straightening; cleaning and disinfecting bathrooms; replacing linens and towels; and replenishing amenities.
- To satisfactorily perform routine turndown services in guest rooms, including emptying trash; removing used room service items; replacing used glasses, towels, paper products and amenities; wiping bathroom surfaces; removing bed covers; turning down bed linens; providing chocolates and special amenities; closing shutters; turning on bedside light; turning on radio to classical station; and cleaning ashtrays.
- To promptly notify Nigh Supervisor of rooms refusing turndown service or showing a privacy sign.
- To promptly report any deficiencies and maintenance needs in guest rooms.
- To maintain the cleanliness and order of linen closets, and promptly report any deficiencies or problems.
- To perform deep cleaning tasks, as scheduled and assigned.
- To assist, as directed, to perform housekeeping duties in the laundry.
- To follow all policies and procedures of JC Resorts LLC.

- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- To handle, store, and label all hazardous substances according to state and federal regulations.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** Able to speak, read, and write basic English and to follow simple verbal and written instructions. Able to read and understand chemical labels. Previous experience in hotel Housekeeping preferred.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Courteous, friendly manner. Good verbal communication skills. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING ENVIRONMENT:** Works indoors throughout shift in temperature-controlled, clean, and well-lighted guest rooms. Exposed to weather conditions enroute to work areas. Bi-level structures. Extensive facility. Moderate exposure to hazardous substances and fumes. Possible exposure to blood-borne pathogens.

**PHYSICAL DEMANDS:** Stands and walks moderate to long distances throughout shift. Bends, stoops, and reaches to perform routine job tasks. Routinely required to handle and move objects weighing up to 40 lbs. over moderate distances. Frequent use of stairs, daily. Flexibility and good reflexes required.

**IMPACT OF DECISION:** Decisions directly impact the hotel's ability to provide guests with attractive, clean, and hygienic rooms. Poor decisions may result in guest dissatisfaction and loss of revenues, due to inefficient or improper work, unsafe work practices, or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_