

**Housekeeping/Room Attendant**

Job Category: Hotel Staff

Schedule: Full-Time, Part-Time, Over-Time Non-Exempt

$$+: 16.00 per hour

Reports to: Executive Housekeeper

Located in Boone, North Carolina, Rhode’s Motor Lodge is a soon to open 54-room renovated and reimagined mid-century motel that captures the spirit of adventure and the essence of the High Country in both design and attitude. Our hip, one-of-a-kind boutique hotel features stylish design, a lively restaurant & bar, and an outdoor adventure vibe, making it an authentic hospitality experience for both travelers and locals. Our down-to-earth brand of hospitality is reflected in our welcoming and warm atmosphere. We don’t know a stranger here and everything we do is centered around our guests.

The person in this position must have excellent communication skills, the ability to resolve conflict, and a thorough understanding of what it takes to provide excellent hospitality. The Room Attendant position must develop and maintain the company’s culture, values, and reputation in the public eye and with all staff, guests, vendors, and partners.

**About LODEN Hospitality**

LODEN Hospitality is a hospitality development and management company based in Raleigh, NC. You will be joining a fun team of people delivering warm welcomes and unforgettable hospitality experiences to everyone who comes through our doors. Every day we support each other in exercising our creativity, embracing challenges, and serving our guests and community. In addition to Rhode’s Motor Lodge, we also own and operate The Longleaf Hotel & Lounge in Raleigh, Aloft Durham Downtown, Hampton Inn & Suites Raleigh Midtown, and Guest House Raleigh.

LODEN Hospitality is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business need.

LODEN Hospitality pays competitive wages and offers a working environment that encourages individuality and creativity. We offer a benefits package to employees who work 32 hours/week. Other benefits are listed under compensation below.

**Responsibilities:**

As a Room Attendant at the Rhodes Motor Lodge, your role is vital to our everyday operations and living up to our standards for guest room cleanliness. Room Attendants are professionals responsible for tasks including changing bed linen and making beds, replacing used towels and other bathroom amenities, sweeping and mopping guest room floors, vacuuming carpets, dusting and polishing furniture, emptying trash containers, restocking any other room amenities as well as assisting in maintaining public area cleanliness standards. Room attendants at the Rhodes Motor Lodge must also undertake our unique professional approach to hospitality by greeting guests appropriately, being knowledgeable about all aspects of the hotel and Canteen, and responding to inquiries from guests in an appropriate manner that showcases a complete knowledge of the hotel. It may be necessary to perform a multitude of different functions not specifically related to this position. The Housekeeping Room Attendant is expected to perform other tasks and duties as needed or as directed.

**Job Requirements:**

* Ambassador of Rhode’s mission, vision, and values.
* Be knowledgeable and able to execute cleaning procedures in guest rooms efficiently and to the hotels’ high standards.
* Maintain cleanliness of self, workstation, and equipment.
* Multitask and prioritize necessary tasks to ensure readiness and smooth execution of all guest room housekeeping responsibilities.
* Mitigate any risk for staff and guests ensuring safety.
* Ensure that daily tasks are completed during the shift and during shift changes.
* Be able to assist in training of new hire room attendant staff.
* Practice controls to minimize supply waste.
* Execute special projects as assigned by supervisors.
* Handle guest room and any lounge related guest complaints that are received, passing them up the ladder appropriately to be rectified and solved.
* Situationally assist outside workstation.
* Attend regular department staff meetings and trainings.
* Work a variety of shifts as required, including nights, weekends, and holidays.
* Ability/willingness to arrive before and work during inclement weather. Policies for employee accommodations during inclement weather will be communicated.

**Knowledge, Skills & Abilities:**

* Hardworking, dependable, and honest.
* Manage stressors and multi-task while communicating effectively.
* Passion for executing a high standard of hospitality and anticipation of guest needs.
* Excellent teamwork and communication skills in a high stress environment.
* Flexible schedule including evenings, weekends, and holidays when needed.
* Speaking, reading, and writing in English is required.

**Physical & Mental Demands:**

* Willingness to periodically work longer or more irregular hours when needed.
* Physically active - the employee will be required to stand, kneel, and walk while performing the duties of this job. The person in this position may have to lift/carry up to fifty (50) pounds daily; anything over fifty (50) pounds is considered a minimum two (2) person lift.
* Stress management: manages stress in a professional manner.
* The employee frequently is required to use hands and fingers and must reach with hands and arms.
* The noise level in the work environment is usually moderate, typical of a hotel/restaurant setting.

**Requirements:**

* High school diploma or equivalent
* Minimum of 1-2 years of hotel or general housekeeping experience preferred.

**Compensation:**

* $$+: 16.00 per hour
* Discounted rates at Loden Hospitality Managed Properties
* Full-time employees enjoy:
	+ Paid time off and paid holidays
	+ Subsidized Health Insurance

**Service Principles We Live By:**

* We always respond with what we can do, not with what we won’t do.
* We go above and beyond by delivering more than expected.
* We believe that having empathy is an essential characteristic in how we deliver awesome service.
* We believe in being our authentic and genuine selves by treating everyone with respect and care.
* We believe in remaining true to our word and with integrity.
* We believe that our places should feel like home. If a guest needs something, we work to make it so.

Interested candidates, send resume to kaleb@rhodesmotorlodge.com