

## Room Attendant

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Company: Marriott Hotels Resorts

Location: Thailand

Category: other-general

### POSITION SUMMARY

Respond promptly to requests from guests and other departments. Fill cart with supplies and transport cart to assigned area. Enter guest rooms following procedures for gaining access and ensuring vacancy before entering. Replace guest amenities and supplies in rooms. Replace dirty linens and terry with clean items. Make beds and fold terry. Clean bathrooms. Remove trash, dirty linen, and room service items. Check that all appliances are present in the room and in working order. Straighten desk items, furniture, and appliances. Dust, polish, and remove marks from walls and furnishings. Vacuum carpets and performs floor care duties in guest rooms and hallway). Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; properly store flammable materials. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language. Support team to reach common goals. Ensure adherence to quality expectations and standards. Move, lift, carry, and place objects weighing less than or equal to pounds without assistance and in excess of pounds with assistance. Ability to push and pull a loaded housekeeping cart and other work-related equipment over sloping and uneven surfaces. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Stand, sit, kneel, or walk for an extended period across an entire work shift. Grasp, turn,

and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination. Perform other reasonable job duties as requested by Supervisors.

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