



## JOB POSTING

TITLE: Hotel Housekeeper  
DEPT: Hotel Housekeeping  
PAY: \$14.55/hr (8)

### JOB SUMMARY

**RED RIVER** – Clean guest rooms assigned, ensuring the hotel’s established standards of cleanliness. Responsible for reporting any maintenance deficiencies and handling guest requests or complaints. Ensures the confidentiality and security of all guest rooms.

### MINIMUM QUALIFICATIONS

**REQUIRED** - High school diploma or GED | At least 21 years of age |

**ESSENTIAL DUTIES** – All Team Members must embrace and deliver Kiowa’s Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, SOP’s, and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Be familiar with hotel and casino features and promotions | Monitor and maintain cleanliness, sanitation, and organization of work area | Use correct cleaning chemicals for designated surfaces, according to OSHA and hotel regulations | Clean guest rooms by category priority and by assignment | Transport cart with cleaning supplies, amenities and linens to assigned guest room and position securely | Empties all trash and ash tray containers in guest rooms and assigned areas of the hotel | Removes all dirty linen from the guest rooms and replenishes guest room par level | Cleans all guest room bathrooms in accordance with Kiowa Hotel standards | Remove and replenish all bathroom amenities, e.g. facial and bath soap, shampoo | Remove dirty bed linen and make up the bed with clean bed linen | Inspect condition of bathrobes and replace soiled/damaged ones | Cleans closets and verifies the correct number and placement of hangers in room | Dust and polish all furniture in guest room | Replenish in room amenities according to hotel standards | Deliver and retrieve items on loan to guest rooms, e.g. rollaway bed, iron, iron board | Replenish complimentary water in guest rooms | Vacuums guest room and floor corridor carpets | Performs rotation cleaning duties, e.g. steam clean carpets, spring cleaning, super cleaning, etc., as required | Attends to guest calls, guest request/guest complaints in the area assigned | Authorized to enter guest rooms cleaning and providing turn down service per requirement | Responsible for following all hotel standards and policy and procedures | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

### IMPORTANT NOTES

- 1) This announcement describes an open position at Kiowa Casino & Hotel, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa.
- 2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 05/08/23 | REMOVE: When Filled



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