

JOB DESCRIPTION

Guest Services Representative

Overall description: Guest Services Representative is responsible for cleaning all public and private rooms in the Presbyterian House and works with other staff to ensure a positive meal experience for guests.

Job Duties

1. Cleans all public areas inside the House. Duties include, but are not limited to: vacuuming, dusting, cleaning bathrooms, washing floors, changing and re-making beds, and assisting guests as needed with procuring supplies (such as extra soap, toilet paper, etc.)
2. Works six (6) days/week throughout the 10 weeks of the season.
3. Reports any incidents/injuries to Lead GSR.
4. On turn-over Saturdays, works as part of the team to prepare rooms for new guests, stripping and remaking beds, disposing of trash, cleaning and sanitizing the bathrooms, dusting and vacuuming rooms and reporting any broken or missing items.
5. Dusts and cleans porch railings and furniture.
6. Shares in evening porch duty, ensuring safety of guests and answering inquiries from visitors as needed.
7. Sets up tables for meals and assists with serving guests during mealtimes. Shares with hostesses the distribution of bagged lunches.
8. Washes and puts away dishes and pots and pans following breakfast and dinner meals.
9. Other duties as assigned by the lead GSR.

Job Requirements

1. Willingness to accept responsibility for overall cleanliness and order of the House.
2. Ability to bend, stoop, lift up to 40 pounds, and manage use of household appliances (vacuums, dishwasher, etc.)
3. Must be a good team player and be flexible as circumstances demand.
4. Willingness to learn and execute proper housekeeping techniques to ensure positive guest experience.
5. Ability to work with a wide variety of individuals, including the elderly.
6. Must be punctual.

Other

This is a residential setting and care must be taken to ensure proper cleaning as well as responding to the demands of our guests, many of whom are seniors. The work schedule is 6 days per week; however, there are blocks of time available to attend lectures, events, or otherwise explore the Chautauqua community.

I have read and understood the above job requirements.

Name

Date

Witnessed by: