Job Description: Assistant Executive Housekeeper

Immediate Supervisor: Executive Housekeeper

Status: Non-Exempt / Overtime Eligible Manager

Company Overview:
Legacy Ventures (http://www.lvmgt.com) responds to unique market opportunities while enhancing the built environment. The company was founded in 1995 as a real estate development firm in Downtown Atlanta. Through the years, it has cultivated competencies in hotel management, restaurant management, asset management, finance, sales, marketing, design, and construction. Today, this breadth of in-house disciplines fortifies the firm’s ability to anticipate, plan and execute successful projects.

Fluency across multiple real estate uses, commitment to quality and the ability to work with partners and local governments have enabled Legacy to define and develop innovative projects in senior housing, residential and retail uses in addition to its core focus in hospitality and urban mixed-use. Projects have ranged in size from $500,000 restaurants to $100 million developments. Many have had city-center locations and were only possible with complex capital structures. The company is known for historic and adaptive reuse projects as well as for new construction.

As Legacy enters its third decade in business, it celebrates both its past, and its future. The company has received significant recognition including MIT Center for Real Estate's primary award, Hilton Hotels Corporation “Multi-brand Developer of the Year” and Downtown Atlanta’s “Economic Impact Award.” Recent assignments include two full service hotel developments. Legacy embraces its entrepreneurial, community and creative underpinnings and will continue to reach for excellence in the built environment.

Summary: Assist in managing the day to day operation of the Housekeeping Department and responsible for ensuring efficient operations of the Department in the absence of the Housekeeping Manager and in accordance with brand and company standards.

Essential Duties and Responsibilities: include the following. Other duties may be assigned by supervisor as needed.

- Self-starting personality with an even disposition to effectively communicate with guests, team members and community.
- Be familiar with and adhere to Legacy Ventures Service standards as outlined in the Blueprint and other policies / rules of conduct, to include personal appearance / grooming, attendance and safe / efficient operations.
- Approach all encounters with guests and employees in an attentive, friendly, courteous and service oriented manner.
- Comply at all times with company standards and regulations to encourage safe and efficient hotel operations.
- Comply with certification requirements as applicable for position to include: CPR & First Aid.
- Assist in establishing and maintaining a key control system for the department.
- Ensure the proper use of radio etiquette within the housekeeping department.
• Schedule routine inspections of all guest rooms/suites and public areas to ensure everything is clean and in good repair.
• Assist in controlling expenses and minimizing waste in all areas of housekeeping.
• Conduct pre-shift meeting and review all information pertinent to the day’s activities.
• Assist with inspection of rooms daily.
• Assist with the review of Housekeeping staff’s worked hours for payroll compilation and submit in a timely basis.
• Assist with the preparation of employee Schedule according to the business forecast, payroll budget guidelines and productivity requirements. Submit the Schedule and Wage Progress Report to the Housekeeping Manager weekly for review.
• Assist with the overall supervision of daily inspection for arriving V.I.P.’s.
• Ensure lobbies, guest hallways, guest rooms and the back of the house areas are cleaned to brand and company standards.
• Assist with deep cleaning projects.
• Assist Housekeeping staff during unanticipated rush periods.
• Maintain required pars of all Housekeeping and Laundry supplies by ordering all needed supplies and amenities on a monthly/quarterly basis.
• Assist with the completion of monthly and quarterly Housekeeping inventories on a timely basis.
• Ensure guest privacy and security by correctly following brand and company procedures.
• Assist with training and review of all "House Safety" rules and procedures with Housekeeping staff.
• Monitor work orders and submit to Engineering department according to procedures; Follow up on Maintenance Requests to ensure completion.
• Respond to all guest requests, situations, complaints and accidents presented to Housekeeping in an attentive, courteous and efficient way.
• Attend monthly all-employee team meetings, and any other functions required by management.
• Maintain a professional working relationship and promote open lines of communication with other managers, employees and all other departments.
• Respond to emergency situations using information contained in S.D.S. sheets. Keep S.D.S. sheets current and easily available.
• Assist in monitoring "Lost and Found" procedures and policies according to standards.
• Assist with the training of all Housekeeping personnel according to brand and company standards.
• Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other employees.

Marginal:
• Use the telephone and computer system for reporting and verifying room status.
• Properly store, secure and issue supplies as needed to meet business demands.
• Complete all reports in a timely and efficient manner as required by management.
• Review Guest Request log daily to ensure that all requests have been met, taking proactive steps to address problems before they occur.
• Ensure completion of regular maintenance and cleaning projects on a biannual basis.
• Perform any other duties as requested by the General Manager.
• Perform any other job related duties as assigned.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• Must have a flexible schedule and ability to work days, evenings or nights any day of the week, including weekends and holidays.
• Must have exceptional customer service skills
• Demonstrated ability to perform multiple tasks in a busy environment and remain flexible
• Ability to work well in a team environment
• Must have a self-starting personality with an even disposition to effectively communicate with guests and staff.
• Possess excellent written, verbal, and organizational skills. Computer literacy and financial management a must.

**Education and/or Experience:** High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other associates of the organization.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Physical Demands:** The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to ensure individuals with disabilities to perform the essential functions.

While performing the duties of this job, the associate is regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The associate is occasionally required to walk and reach with hands and arms.

The associate must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Note:**
This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

The company is an Equal Opportunity Employer and complies with ADA regulations as applicable. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk.
to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

I have read and understand the job description as stated above and accept that any of the tasks may be modified or changed. I accept responsibility for knowing the modifications and/or changes in this job description. I can perform the essential functions of this job as listed above, with or without reasonable accommodation.

Reviewed with employee by

Signature: __________________________ Name (print): __________________________

Title: __________________________ Date: __________________________

Received and accepted by

Signature: __________________________ Name (print): __________________________

Title: __________________________ Date: __________________________