**Position Title:** Turndown Room Attendant - FT

**Reports To:** Housekeeping Floor Manager

**Supervises:** None

**Location: Mandarin Oriental, Las Vegas**

**Areas Covered**: Housekeeping

# The Company

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has under development 41 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

# From the General Manager: Our Vision

Mandarin Oriental Las Vegas’ iconic building designed by the renowned Architect firm of Kohn Pederson Fox is located in the heart of the famed “Strip,” and is prominently situated at the entrance of CityCenter. The Hotel’s luxurious interiors are designed by the world renowned designer Adam Tihany. All services and amenities represent sense of quality and style which is associated with Mandarin Oriental hotels worldwide. Guests can look forward to experiencing the renowned Mandarin Oriental personalized service.

The hotel offers 392 spacious and luxuriously appointed rooms and suites. There are a variety of dining and cocktail venues including a interactive three meal restaurant, a bar on the 23 floor with a private room, Tea Lounge, a Pool side Café and Bar, Banqueting and meeting facilities with state of the art audio visual equipment as well as a 30,000-square-foot Spa at Mandarin Oriental, providing the most comprehensive range of wellness, beauty and massage treatments in the city. The hotel’s culinary excellence is punctuated by the Michelin-rated celebrity chef, Pierre Gagnaire’s first Las Vegas restaurant located on the 23rd floor. All public areas have views of the Strip and the hotel has the city's first sky lobby located on the 23rd floor.

Mandarin Oriental Las Vegas’ success is through its people. Care and attention has been taken to provide the best possible facilities for our colleagues. It is the hotel’s commitment to provide our colleagues with the best possible training and opportunities to grow within the hotel and the organization. The Colleague Restaurant has natural sunlight and has been designed in the same manner as that of our guest areas. The endeavor is to create a very dynamic and caring culture and our colleagues can look forward to a nurturing and progressive work environment.

## Strategic Intent

It is the mission and intent of this position that the incumbent will take full responsibility for the tasks that are given on all aspects of the Housekeeping operation and maintenance of the hotel.

## Scope of Position

The Turndown Room Attendant is responsible for the overall cleanliness of all guestrooms that they are assigned to.

**Organizational Structure**

The Turndown Room Attendant will report directly to the Housekeeping Floor Manager.

# Duties and Supporting Responsibilities

1. *Guest Room Cleanliness and Tidiness:*

* Ensure occupied and vacant guestrooms are cleaned and maintained up to the exact standard as demonstrated by Housekeeping supervisory staff during initial training.
* If guest is utilizing any additional bedding (rollaway) ensure that there is ample linen and amenities.
* Remove all soiled linens and towels from room and store on back landings.
* Inspect all guestroom fresh linens for cleanliness and sub standard appearance.
* Thoroughly clean guest bathrooms, bathroom walls, bathtub, shower staff, water closet using the suggested chemicals. After cleaning, dry all areas, fixtures and surfaces, ensuring no water mark/spots.
* Arrange all toiletries straightened on a piece of cloth in occupied guestrooms.
* Replenish all amenities and terry items.
* Efficiently make bed to meet appearance standard as demonstrated.
* Arrange all clothing items in occupied guestrooms are folded neatly and pair guest shoes according to standards as demonstrated.
* Upkeep guestroom and bathroom to include all inside windows and mirrors.
* Remove all in room dining trays from guestroom hallways and/or corridor to be brought to back landings and call for pick up.
* Remove any used glasses or in room dining soiled plates + cutlery from the room. Ensure reporting of replacement as necessary from respective departments.
* Ensure waste baskets empty and clean.
* Vacuum the guestroom’s carpet, wipe down furniture and baseboards according to standard in all assigned work areas.
* Ensure entry floor area is free of debris and clean in appearance.
* Double check cleanliness of completed work area and placement of amenities in each complete guestroom before moving on to the next task.

\*In addition to the above duties, the full time Turndown Attendant role will include the following:

1. *Responsible for evening turndown services and refreshment of room.*

* Responsible for evening turndown services and refreshment of rooms.
* Ensure occupied and guestrooms due in are turndown up to standard.
* Remove décor pillows, bed runner and fold back the bedspread and adjust pillows according to our standards.
* Efficiently turndown bed to meet appearance standard as demonstrated.
* Replenish guest amenities and supplies (if less than 1/3 full) and terry items.
* Close the sheer and blackout drapes or shutters in bedrooms and living rooms, unless an attractive evening view exists, in which case the curtains should be partially closed whilst still providing a view.
* Replenish stationary where required (i.e. when all of one type of stationery was missing and according to standard).
* Ensure guest has the correct amount of valet/dry cleaning/shoeshine bags/slips.
* Vacuum Guest room carpet, furniture and baseboards according to standard if needed during turndown service.
* Place television remote control and turndown drinking water on each nightstand.
* Turn on television to appropriate turndown standard.
* Turn on appropriate lighting if guest is not present during service.
* Fill the ice bucket with ice and replenish if already previously filled.
* Set up turndown tray on bench with turndown amenities according to standards.
* Lay out the bathmat in front of the bath tub.
* Place flower petals on the bath tub and in the turndown bowl, ensure bowl is filled with water.
* Recognize and report all missing, damaged or sub standard furniture, fixtures and equipment.
* Ensure that all electronic devices (television, remote controls, stereo, and telephones) are working properly.
* Return all articles left by guest to lost & found.
* Must be physically able to lift more than 10lbs, bend and stand on their feet for prolonged periods of time.
* Must have a good level of both written and spoken English language comprehension.
* Previous luxury hotel experience a plus.
* Must be able to work on own and unsupervised.

1. *Guestroom equipment and facilities:*

* Recognize and report all missing, damaged or sub standard furniture, fixtures and equipment.
* Ensure that all electronic devices (television, stereo, telephones) are working properly.

1. *Guest Requests Handling:*

* Evaluate work assignment and prioritize work load according to guest requests.
* Ensure all guestrooms assigned are completed with correct status marked at the end of the day including any information for input into guest history file.

1. *Other:*

* Organize supply closets and work areas so that the Housekeeping Department operates, maintains and consistently meets efficient standards.
* Return all articles left by guest to Lost & Found and adhere to all Lost & Found policies and procedures.
* Adhere to Do Not Disturb policy.

#### Success Profile for this Role (Hotel Competencies)

**Customer Focus: The colleague is genuinely pleasant, positive and helpful to both guests and colleagues**

* Confident, helpful and genuine with internal and external customers
* Anticipates guests’ needs and is sensitive to people from all cultures
* Is conscientious and always attentive to detail
* Goes the extra mile
* Has a natural, warm smile and a friendly and passionate approach
* Serves guests with a sense modesty and humility

**Team Player: The** **colleague co-operates and works well with others**

* Understands the service-profit chain concept (e.g. happy colleagues ⇨ happy guests ⇨ profit)
* Demonstrates co-operation within the team and with other departments
* Listens carefully and works well with other colleagues
* Uses resources efficiently
* Has a positive influence on others in the team and clearly enjoys working with people
* Is sensitive to cultural differences and diversity

**Delivers their Best: The colleague is hard working and efficient**

* Has energy and a sense of urgency for his/her work
* Delivers on all expected standards
* Language and communication skills meet the needs of the role
* Open to feedback and self-development
* Resourceful, makes things happen and looks for ways to work ‘smarter’/more efficiently
* Always look their best and displays appropriate body language and eye contact

**Trustworthy and Responsible: The colleague is trustworthy, responsible, demonstrates our culture’s values and philosophy and works in a safe manner**

* Excellent records in attendance and punctuality
* Demonstrates a high level of personal integrity, honesty and trust
* Always works ethically, aligned with MOHG’s Guiding Principles
* Manages own responsibilities and accountability, delivers what is promised
* Is reliable and demonstrates the ability to work without supervision, as required
* Demonstrates knowledge of MOHG Safe & Sound standards and assumes the relevant responsibilities to ensure the safety of self, colleagues and guests
* Demonstrates understanding of our environmental responsibilities and ensures that resources are used wisely in the areas in which he/she works

**Composure: The colleague can handle the pressure and remains calm at all times**

* Able to stay calm under pressure
* Demonstrates maturity and ability to cope with the unexpected
* Never lets personal feelings interfere with delivering the highest standards
* Emotionally stable and mature
* Able to solve every day problems in a calm manner
* Responds with enthusiasm when under pressure or in challenging circumstances

**Being a ‘Fan’/Commitment: The colleague represents the Mandarin Oriental brand well and is a true ‘Fan’**

* Displays an understanding of quality and consistently delivers the Pillars and Department LQE’s
* Encourages guests to return through his/her daily behaviors and actions
* Is committed to his/her job, as well as the Mandarin Oriental brand
* Represents the brand in a professional manner and displays brand loyalty – a true brand ambassador
* Understands and supports the MOHG mission, our vision and our values
* Displays behaviors that reflect our oriental heritage

**Requirements**

**Mandatory**

* Possess a positive and outgoing personality
* Minimum of two years previous housekeeping experience as a Turndown/room attendant
* Attention to detail is essential
* A high degree of ability to communicate effectively in the English language is required
* Professional appearance and grooming

**Desirable**

* Luxury hotel experience is a plus!

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.