| logo-MOWAS  **Job Description**  Position: **Turndown Attendant**    Reports to: **Assistant Director of Housekeeping** | DEPARTMENT:  **Housekeeping**    EFFECTIVE: |
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**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 underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

**Mandarin Oriental, Washington D.C. is currently seeking a Turndown Attendant to join our Housekeeping Department. This position will be for the hours between 5PM-9:30PM.**

**Organizational Structure**

The Turndown Attendant reports to the Assistant Director of Housekeeping.

**Duties and Supporting Responsibilities**

The position of Turndown Attendant is responsible for the overall guest satisfaction including providing turndown services and general housekeeping functions for our valued guests. This position will report directly to the Assistant Director of Housekeeping and receives day to day coaching and instructions from the Housekeeping Director, Housekeeping Manager, Assistant Housekeeping Manager and Coordinators.

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

***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

***Functional and Technical skills***

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

***Team Player***

Demonstrates cooperation and trust with colleague on his/her team as well as across departments. Works well as a team player to achieve results.

***Delivers their Best***

Continually striving to do his/her best; is hard working, efficient and consistently performs well and in alignment with the MOHG standards, policies and procedures.

***Trustworthy and Responsible***

Demonstrates trustworthiness; consistently acts with responsibly; works in a safe and prudent manner at all times; is accountable for their actions. His/her standards of performance reflect the MOHG Mission and Guiding Principles.

***Composure***

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

***A MOHG Fan (Committed & Loyal)***

Exhibits behaviors that represent the Mandarin Oriental brand well and is a true “Fan”. He/she is loyal to MOHG and consistently demonstrates and delivers our Pillars and Departmental LQE’s.

**Requirements**

**Mandatory**

* Be able to meet the physical demands of the job such as: carry/lift/push/pull 50 lbs. frequently; be able to push/pull the housekeeping cart which may weigh  up to 75 lbs.; be able to walk/stand for the majority of your shift; be able to bend/lift boxes, housekeeping equipment and other bulky objects frequently.
* Be proficient in the English language, with solid communication skills (both written and verbal).
* Demonstrated commitment to quality and team work while maintaining a warm, friendly and professional demeanor with colleagues and guests.
* This position requires scheduling flexibility to include working nights, weekends, and/or holidays.

**Desirable**

* Prior experience in a similar role is preferred.

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.