



Position: Housekeeper

Location: HazelTine National Golf Club

Reports to: Housekeeping Manager

Salary: \$16-\$19 per hour

Employment Type: Part-time & Full-time

Overview: The Housekeeper will be responsible for maintaining the cleanliness and organization of the villas, Golf Performance Center (GPC), Shack, Turf Center, and clubhouse. This includes performing cleaning duties in guest rooms, public areas, restrooms, and outdoor spaces, ensuring a high level of service and a pleasant environment for both members and guests.

Key Responsibilities:

1. **Villa Cleaning** (to include but not limited to):

- Clean, disinfect, and maintain guest villas, including bedrooms, bathrooms, living areas, kitchens, windows, and patios.
- Change bed linens and towels, replenish guest supplies (soaps, toiletries, etc.), and ensure each villa is fully stocked.
- Sweep, mop, vacuum, and dust all areas, including hard-to-reach spots and surfaces.
- Help maintain stock levels on housekeeping carts including all cleaning supplies and amenity items (soaps, shampoos, coffee, etc.)
- Participate in regularly scheduled roster of tasks as provided by management to ensure high standards of cleanliness for the long term.
- Report any maintenance issues or damaged items to management.

2. **Clubhouse Cleaning:**

- Clean and maintain all common areas of the clubhouse, including lobbies, dining areas, restrooms, lounges, locker rooms, and hallways.
- Dust furniture, wipe down surfaces, and clean glass, mirrors, and windows.
- Maintain restrooms by ensuring they are well-stocked, clean, and hygienic.
- Assist in setting up and maintaining banquet halls and event spaces for meetings or social events.

3. **Outdoor Areas:**

- Ensure that patios, terraces, and any outdoor furniture are clean and well-maintained.
- Sweep pathways, remove trash, and keep surrounding outdoor spaces neat and presentable.

4. Guest and Member Services:

- Assist guests and members with special requests regarding their villas or clubhouse experience, ensuring prompt service.
- Maintain confidentiality and professionalism in all interactions with guests, members, and colleagues.

5. Inventory/Asset Management:

- Keep track of housekeeping supplies and report when new supplies are needed.
- Ensure proper storage and organization of cleaning materials and tools.
- All tools necessary for the role need to be used and cared for in a manner that is consistent with factory recommendations ensuring that our investments last their useful life.
 1. Tools would include small items, like brushes, wands, mops, brooms and bigger items like vacuum cleaners and industrial sized laundry machines.

6. Health and Safety Standards:

- Follow all safety and sanitation policies to ensure a safe environment for both guests and staff.
- Handle cleaning chemicals and equipment according to safety guidelines.

7. Team Collaboration:

- Work in collaboration with other housekeeping team members, supervisors, and maintenance staff to ensure smooth operations.
- Communicate effectively with team members and management about daily duties, guest requests, or issues.

Qualifications:

- Prior experience in housekeeping, preferably in a hospitality or private club setting.
- Knowledge of cleaning materials and equipment, and ability to use them effectively and safely.
- Ability to work independently and as part of a team.
- Attention to detail, with a focus on cleanliness and organization.
- Good physical stamina to perform cleaning duties throughout the day.
- Excellent customer service skills with the ability to handle special requests and guest interactions with professionalism.
- Flexibility to work weekends, holidays, and varying shifts as needed.

Physical Requirements:

- Ability to stand, walk, bend, and lift for extended periods of time.
- Ability to lift up to 25 lbs.
- Work in various conditions, including outdoors and in different weather.

Work Environment:

- Clean, well-maintained villas and clubhouse.
- Interaction with high-profile members and guests, requiring professionalism and discretion.