



## **Inn at Black Star Farms: Housekeeper**

**PURPOSE:** Directly responsible for the cleanliness of all guestrooms and public areas in the inn.

**CLASS:** Full-time hourly/full-time seasonal hourly/part-time hourly (TBD)

**HOURS:** Full-time 8:30 AM-4:30 PM, part-time flexible

**COMPENSATION:** \$11-\$13/hour based on experience

**RESPONSIBILITY:** Maintaining cleanliness of public/private spaces related to overnight guests and room turnovers, laundry coordination, and other tasks necessary to create a premier destination experience for guests

**REPORTING TO:** Head housekeeper and inn guest services

### **DUTIES, including but not limited to:**

- Cleaning and stocking guest bedrooms and bathrooms to ensure all rooms are prepared and inspected according to Black Star Farms standards
- Laundry service and organization
- Performing a variety of cleaning activities in public areas such as sweeping, mopping, dusting, and polishing
- Checking stock levels of all amenities in housekeeping storage areas and replace when appropriate
- Responding to guest complaints/requests with professionalism and patience
- Communicating with supervisors on any damages, deficits, and disturbances

### **QUALIFICATIONS**

- Ability to be flexible and resourceful in a fast-paced environment without compromising quality
- Professional appearance and customer-oriented, friendly conduct
- Willing to work with and invest in a diverse team and intricate operation
- Able to lift up to 40lbs, bend and kneel for extended periods, climb stairs frequently, and be continuously on the move. Strong prioritization and time management skills
- A desire to make the best, better





## **Inn at Black Star Farms: Head Housekeeper**

**PURPOSE:** Directly responsible for the cleanliness of all guestrooms and public areas in the Inn.

**CLASS:** Full-time hourly, 30-40 hours/week

**HOURS:** Full-time 8:30 AM-4:30 PM, must be able to work weekends and holidays

**COMPENSATION:** \$13-\$15/hour based on experience, health, and dental benefits

**RESPONSIBILITY:** Maintaining cleanliness of public/private spaces related to overnight guests and room turnovers, laundry coordination, and other tasks necessary to create a premier destination experience for guests

**REPORTING TO:** Inn manager

### **DUTIES, including but not limited to:**

- Scheduling and working with Innkeeper to assure adequate staffing for incoming check-ins
- Supervise, train and work alongside staff to ensure all guest rooms are clean and presentable
- Ensure operational procedures are followed at all times
- Cleaning and stocking guest bedrooms and bathrooms to ensure all rooms are prepared and inspected according to Black Star Farms standards
- Laundry service and organization (washing, folding, ironing)
- Performing a variety of cleaning activities in the public areas of the Inn such as sweeping, mopping, dusting, and polishing
- Checking stock levels of all amenities in housekeeping storage areas and replace when appropriate. Report to Inn manager when needing to order supplies.
- Responding to guest concerns/requests with professionalism and patience
- Communicating with Innkeepers and/or management regarding any damages, deficits, and disturbances. The Head Housekeeper should be proactive with any maintenance concerns and alert Innkeeper to maintenance needs. We are a team.
- Responsible for training housekeeping staff regarding our cleanliness and room presentation standards
- Work with Inn manager to continually improve standards
- Adhere and enforce Covid-19 sanitation policies and guidelines





## QUALIFICATIONS

- Ability to be flexible and resourceful in a fast-paced environment without compromising quality
- Professional appearance and customer-oriented, friendly conduct
- Willing to work with and invest in a diverse team and intricate operation
- Able to lift up to 40lbs, bend and kneel for extended periods, climb stairs frequently, and be continuously on the move.
- Strong prioritization and time management skills
- A desire to make the best, better

