



The Thomas Hotel - Housekeeper Job Description

Overview: The Thomas Hotel is a boutique hotel located in downtown Tyler, TX with 8 suites and a lobby/bar area. Each suite has a kitchenette, living space, bedroom and bathroom. The hotel also has a lobby and a bar, known as The Judge, that will be open 3-8pm daily to the general public. The hotel will be set up to have self-check-in for all reservations. Each guest will receive a unique code to access their room and the hotel lobby. The lobby/bar will close at 8pm daily and only guests will have a unique code that grants them access to the hotel after hours. Check-ins will begin as early as 4pm (sooner if rooms are clean) and Check-outs will be at 11am. The hotel will be staffed at all times and the team will be composed of one General Manager, one Experience Manager, and several Guest Experts, Housekeepers, and Mixologists.

Words to describe The Thomas Hotel brand are thoughtful, friendly, personable, established, approachable, sophisticated, local, welcoming, humble, boutique and possesses heritage.

Our Housekeepers will play an active role in maintaining a positive and fun workplace environment and delivering a luxury guest experience. From the pre-arrival to the guest farewell, and all of the pinnacle moments in between, every Housekeeper is responsible for enhancing the guest experience by maintaining the cleanliness of the property and fluidity of operations. The ideal candidate will have a passion for hospitality and be a self-motivated team-player. Our team will be actively seeking to build our business into a positive asset to the Tyler community, and all team members will be responsible for serving proactively in identifying opportunities to elevate the guest experience. A goal-oriented mindset and high level of adaptability are essential for success in this role.

Responsibilities

- Exude the four brand pillars of The Thomas Hotel: Southern Hospitality, Heritage, All in the Details, and Community Hub, and assist the Hotel Owners in maintaining the “brand”.
- Sustain elite cleanliness throughout the hotel at all times.
- Intuitively tend to daily housekeeping duties in public spaces (including The Judge and lobby restrooms) throughout the day.
- Daily duties will include: making beds, replenishing towels and toiletry items, vacuuming, mopping, cleaning and disinfecting surfaces and guest room features.
- Complete daily shift checklists.
- Communicate room status with Hotel Management and Guest Expert staff.
- Inspect rooms prior to guest arrival.
- Complete daily tidy services for in-house guests.
- Inspect and clean guest suites after guests depart.
- Keep record and report any level of guest complaints, room damages, or maintenance concerns.
- Ensure all guests feel welcome and at home during their stay, maintaining a friendly and professional demeanor at all times.
- Strive to encourage and maintain a high-level of effective communication with other employees, departments, vendors, and partners.
- Proactively tend to guest needs and respond to any and all guest requests or concerns in a timely manner.

- Eagerly offer to assist any guests with disabilities, sharing all property accessibility features.
- Greet guests and cultivate genuine guest experience for all guests of The Thomas Hotel and The Judge.
- Seek opportunities to improve the experience for every guest, committing to a high level of effective communication with guests, other departments, and Hotel Management.
- Adhere to all Standard Operating Procedures as determined by Hotel Management and Owners.
- Become an expert in problem resolution and effectively resolve all guest issues with genuine courtesy and curiosity.
- Review service requests for arrivals and manage special event amenities and gifts prior to arrival
- As a front-line worker, present a positive and professional image of the organization to all visitors, suppliers, inquiries, and other interactions.
- Prioritize safety and security of hotel and remain vigilant of potential hazards at all times, promptly reporting any security issues to Hotel Management.
- Attend monthly 1:1 Meetings with the General Manager and commit to personal growth and development.
- Attend team meetings (twice a month).
- Perform other duties as required - always willing to learn and grow and serve the team in any capacity required to optimize guest and employee experience.

Qualifications

- 1+ year guest housekeeping experience preferred
- Attention to detail
- Adaptable team spirit and an eagerness to support others in many capacities
- Ability to lift up to 50 lbs and carry luggage and supplies up and down stairs
- Available to work weekends, holidays, evenings, and variable schedule as necessary for hotel operations and guest demand.
- Fluid in English (bilingual a plus)
- Pass required background check and pre-employment drug test

** Time off: Up to 80 hours paid time off yearly after 90 days of continuous employment. Please request this at least 4 weeks in advance. ** Base pay: \$15/hour **