

201895 - Housekeeping Guest Environment Expert - Marriott Guyana – Georgetown

Job Posting Information

Term Posted:	All Terms
Job Title:	Housekeeping Guest Environment Expert
Job Type:	Co-op/WIL
Job Location:	Marriott Hotel, Block Alpha Battery Road, Georgetown, Guyana
Job Start Date:	January 6, 2025
Job End Date:	May 2, 2025
Salary range (annually/hourly):	GYD 576.93 Hourly- Frequency of Pay is Fortnightly, 40 hours per week
Responsibilities:	<p>POSITION SUMMARY: Our jobs aren't just about giving guests a clean room and a freshly made bed. Instead, we want to build an experience that is memorable and unique. Our Guest Environment Experts are skilled in a wide range of housekeeping functions with responsibility for maintaining the appearance and cleanliness of the whole hotel. They are empowered to move about their space and do what needs to be done. Whether delivering guest requests, stocking carts, cleaning rooms and public spaces, or other similar responsibilities, the Guest Environment Expert makes sure the spaces in the hotel help create a great guest experience.</p> <p>No matter what position you are in, there are a few things that are critical to success - ensuring a safe work place, following company policies and procedures, maintaining confidentiality, upholding quality standards, and ensuring your uniform, personal appearance, and communications are professional. Guest Environment Experts will be on their feet and moving around (stand, sit, or walk for an extended time) and taking a hands-on approach to work (move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance). Doing all these things well (and other reasonable job duties as requested) is critical for Guest Environment Experts - to get it right for our guests and our business each and every time.</p> <p>CRITICAL TASKS:</p> <p>Safety and Security:</p> <ul style="list-style-type: none"> • Complete appropriate safety training and certifications to perform work tasks. • Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment. • Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor. • Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel. • Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS). • Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

- Maintain awareness of undesirable persons on property premises.
- Support all co-workers and treat them with dignity and respect.

Policies and Procedures:

- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Follow company and department policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Protect the privacy and security of guests and coworkers.

Guest Relations:

- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Anticipate and address guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Assist other employees to ensure proper coverage and prompt guest service.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.

Communication:

- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Support all co-workers and treat them with dignity and respect.

Physical Tasks:

- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Stand, sit, or walk for an extended period of time or for an entire work shift.

Housekeeping Protocol:

- Contact Engineering, At Your Service (AYS), Delighted to Serve (DTS), or Housekeeping office directly for urgent repairs and preventative maintenance issues.
- Respond promptly to requests from guests, Front Desk, or At Your Service requests.
- Select appropriate cleaning chemicals and necessary personal protective equipment for various surfaces and cleaning jobs, following OSHA regulations and corporate standards.
- Fill cart with supplies (e.g., chemicals, rags, linens, amenities) as needed.

- Report room status (e.g., Do Not Disturb notice on room, discrepant rooms) to Main Linen Room, Housekeeping manager/supervisor, or Front Desk.
- Comply with quality assurance expectations and standards.
- Return cart to designated area at the end of shift.
- Clean and organize items stored in laundry room, supply/storage closets, linen room, and/or uniform room.
- Fold cleaned linen into designated size, either by hand or using folding machine.
- Perform other reasonable duties as requested.

Guest Rooms, Villas, and Suites:

- Check that all appliances are present in the room and in working order (e.g., hair dryer, TV, remote, microwave).
- Clean bathrooms, including bathtub/hot tub/shower, toilet, floor, sink, and mirror.
- Dust, polish, and remove marks from walls and furnishings (e.g., appliances, furniture, ice bucket, honor bar, baseboards, ledges, entrance door).
- Enter guest rooms following procedures for gaining access, such as knocking three times, saying "Housekeeping," and ensuring vacancy before entering.
- Limit access to guest rooms while cleaning by following departmental procedures.
- Remove trash, dirty linen, and room service items from room and balcony/patio.
- Replace dirty linens (e.g., sheets, pillow cases) and terry (e.g., towels, bathrobes) with clean items, following correct bed making and folding standards.
- Replace guest amenities and supplies in rooms, such as toiletries, glasses, mugs, linens, towels, tissues, coffee, printed materials, and laundry bags according to standards.
- Report missing hotel/resort property and damages to room to manager/supervisor.

Qualifications:

PREFERRED QUALIFICATIONS

- **Education:** No high school diploma/No G.E.D. equivalent
- **Related Work Experience:** No related work experience is required
- **Supervisory Experience:** No supervisory experience is required

CRITICAL COMPETENCIES:

Interpersonal Skills:

- Customer Service Orientation
- Team Work
- Diversity Relations

Personal Attributes:

- Safety Orientation

- Presentation
- Dependability
- Integrity
- Positive Demeanor

Physical Abilities:

- Physical Strength
- Stamina
- Visual Acuity

How to Apply

Application Deadline:	September 26, 2024 11:59 PM
Additional Application Information:	<p><u>What's included in this experience:</u></p> <ul style="list-style-type: none"> • Transportation to and from airport and living accommodation upon arrival and departure in Guyana • Shared student living accommodation free of cost • Transportation to and from living accommodation and workplace • Assistance with obtaining Visa, if required • Monthly stipend in Guyanese dollars • Meal for every 8 hours of shift work • Students who demonstrate financial need may be eligible for a Seneca grant of up to \$2,000 to help offset their travel costs. Eligibility will be determined at the time of application - no additional application is required. <p>Note: Accommodations will be on a non-negotiable twin sharing basis (2 people share a room) and this will not be arranged for opposite genders; the same gender will share a room.</p> <p>Pay will be in Guyanese dollars - GYD 576.93 Hourly - Frequency of Pay is Fortnightly</p>