

## Job Summary

**Order Number:**

NY1411237

**Date Job Order Received:**

03/10/2022

**Number of Openings:**

1

**Company Name:**

Seneca Gaming Corporation

**Job Title:**

Guest Room Attendant

**Minimum Experience Required:**

6 months

**Job Description:**

Niagara Falls. Seneca Gaming Corporation. Guest Room Attendant. FT. JOB SUMMARY: The Guest Room Attendant will be responsible for ensuring clean and orderly guest rooms while providing top quality customer service. All duties are to be performed within the guidelines of the Seneca Gaming Corporation's policies and procedures, Internal Control Standards and objectives. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES: 1. Service guest rooms using cleaning agents and equipment to ensure adherence to departmental policies. 2. Remove, inventory, and replace soiled linens and prepare rooms for guest arrivals. 3. Organize and/or replenish guestroom amenities. 4. Maintain a clean and orderly cart with adequate supplies. 5. Assist other departmental personnel as needed. 6. Promote a positive public/employee relations at all times. 7. Maintain a clean, safe, hazard-free work environment within area of responsibility. 8. Maintain a current understanding of all policy and guidelines regarding information security including the Seneca Gaming Corporation Acceptable Use Policy. Understand and comply with all information security policies and procedures at all times. 9. Provide exceptional customer service to all patrons and communicate in a pleasant, friendly and professional manner at all times. Maintain a professional work environment with supervisors, managers and staff. 10. Meet the attendance guidelines of the job and adhere to regulatory, departmental and company policies. 11. Must complete all required SGC Training programs within nine (9) months from commencement of employment. 12. Attend all necessary meetings. 13. Duties, responsibilities, requirements and expectations pertaining to this job are subject to change as needed. Hours are determined by a 24-hour schedule. Education/Experience: \* Must be 18 years of age or older upon employment. \* High school diploma or equivalent preferred. \* Prior hotel cleaning experience preferred. \* Must possess basic mathematical skills necessary for conducting inventories and counting linens. Language Skills and Reasoning Ability: \* Must possess excellent communication skills. \* Ability to write routine correspondence and to speak effectively to the public, employees and customers. \* Ability to define problems, collect data, establish facts and draw valid conclusions. \* Must have the ability to deal effectively and interact well with the customers and employees. \* Must

have the ability to resolve problems/conflicts in a diplomatic and tactful manner. Physical Requirements and Work Environment: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately loud. When on the casino floor, the noise levels increase to loud. Must be able to work in an environment where smoking is permitted. Required to stand and walk 90% of the time while servicing rooms. Use commercial cleaning agents to service room. Frequently required to stoop, kneel, crouch, or crawl. Required to push cleaning cart and operate vacuums. Must be able to push or lift approximately twenty (20) to twenty-five (25) pounds of furniture, equipment, trash and linens. Must be able to effectively understand and communicate to patrons and employees. Must be able to stand, walk, and move through all areas of the casino. Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino environment and effectively deal with customers, management, employees, and members of the business community in all situations. To apply, got to: [www.TheBest8Hours.com](http://www.TheBest8Hours.com)

**Job Location:**

Niagara Falls, New York

**Pay:**

\$13.90 Hourly

**Benefits:**

Health Insurance, Dental Insurance, Vacation, Sick Leave, Holidays, Retirement/Pension

**Hours per Week:**

40

**Duration:**

Full Time, Regular

**Work Days:**

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

**Shift:**

Varies

**Public Transportation:**

Public Transportation is available.

**Minimum Education Required:**

Less Than High School

**Driver Licenses, Including Endorsements:**

No Driver License requirements specified.

**How to Apply:**

To apply, contact the employer on-line:

Web-site: <http://TheBest8Hours.com>