



2700 Orchard Hwy.  
Manistee, MI 49660

### JOB POSTING 25-1435

JOB TITLE	Guest Room Attendant	DEPARTMENT	Hotel
SUPERVISOR	Guest Service Supervisor BOH	JOB GRADE	LR6H \$17.00
SUPERVISORY RESPONSIBILITIES	None		
STATUS	3 Part Time Seasonal		
EXEMPTION	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	REVISION DATE	11/27/2023

*Indian Preference is applicable in accordance with Ordinance #15-600-02*

#### SUMMARY:

Performs cleaning of guest rooms and assists with laundry and house person duties as needed. Provides outstanding guest service to all casino and hotel guests.

Assist and do what you and your department can to create a fun, exciting entertainment experience for our guests and engaging, inclusive, supportive work environment for our team members.

#### MINIMUM NECESSARY QUALIFICATIONS:

##### Education:

- None

##### Experience:

- Experience working with a Tribally run casino and/or resort preferred

##### Age Requirement:

- At least 16 years of age

#### SKILLS AND ABILITIES:

- Basic organizational, written, and verbal communication skills
- Basic problem-solving skills
- Guest service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Accurate and detail-oriented
- Maintain high confidentiality
- Independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments

#### CONDITIONS OF EMPLOYMENT:

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test excluding marijuana, passing Resorts background check to meet the employment eligibility requirements as they pertain to the position and successfully completing a 90-day introductory period.

Individual must not have been charged or released from employment or involved in anything which could be considered a liability to the Resort, e.g. harassment, theft, violence, or integrity issues.

#### **Knowledge, Competences, and Talents:**

- Accountable - Accept responsibility and account for actions
- Collaborate - Ability to work with team members and management team to improve the gaming environment and continue to create a fun and exciting entertainment culture for our guests
- Communication – Clearly, concisely, and professionally use verbal and written skills with guests, team members, management team and vendors
- Guest Orientation - Establishes and maintains long-term guest relationships, building trust and respect by consistently meeting and exceeding expectations in a professional and ethical manner
- Confidential - Will maintain and abide to the highest standards of confidentiality pertaining to team member, department, LRCR, and guest information
- Detail Oriented – Ability to pay attention to the minute details of a given project or task
- Diversity – Work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Emotional Intelligence - Able to keep your emotional intelligence skills present and accessible, including thought and emotion control, emotional barriers, a flexible mindset and be conscious of and in alignment with the organization's core values
- Empathetic – Appreciates and sensitive to the feelings of others
- Ethical - Demonstrates conduct conforming to the highest-level set of values and accepted standards
- Interpersonal skills - Able to work effectively with guests, team members, management team, and vendors
- Judgment - Makes well-reasoned and timely decisions based on careful, objective review and informed data
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task
- Policies & Procedures - Demonstrates thorough, accurate, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems
- Professional Attitude – Value, motivate and appreciate each individual you interact with in your office, your department(s), the Casino, the community and all of our guests
- Reliable – Is dependable and trustworthy
- Respectful and Honest / Acts with Integrity - Is truthful and credible in the workplace with team members, management team, guests, and vendors

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Stores and maintains all equipment per departmental guidelines.
- Notifies the immediate supervisor of all guest requests and complaints.
- Obtains assigned duty station from designated supervisor at start of work shift.
- Provides outstanding guest service by answering all guest questions in a respectful, professional manner and exhibiting a good attitude toward guests and fellow team members.
- Participates in creating and maintaining a high-quality work environment.
- Participates in departmental meetings.
- Brings all concerns and requests to the management team.
- Uses biohazard kits when appropriate.
- Responsible for the cleanliness of housekeeping areas.
- Performs the laundering, folding, and stocking of all hotel linen and terry products, and help

perform cleaning/janitorial services for Little River Casino Resort as needed.

- Duties include but are not limited to emptying garbage from housekeeping cart, keeping floors clean and clear, keep bathrooms stocked and clean, opening and securing cart rooms at designated times, ensuring that halls and stairways are clear of linen, trash, dishes, roll-a-ways, cribs, etc., and moving furniture, flipping mattresses, and carpet cleaning. Will be expected to clean 13-16 rooms daily.
- Assists Housekeeping team members in accommodating guests with a clean room in a timely manner.
- Participates in creating and maintaining a high-quality work environment.
- Maintains knowledge of Safety Data Sheets (SDS) and know where the book is located within the Hotel department.
- Must satisfactorily complete all training assigned by the Resort.
- Must adhere to safety rules and regulations of the Little River Casino Resort and of the Hotel department.
- Must be aware of and adhere to the emergency and evacuation procedures.
- Must be aware of and adhere to the Resorts Health & Safety Program.
- Other duties as assigned.

#### **PHYSICAL DEMANDS:**

While performing the duties of this job, the team member may be required to frequently stand, walk, sit, bend, twist, talk, hear, and perform repetitive motions. Must have manual dexterity necessary to manipulate housekeeping equipment. Must be able to perform repetitive hand and wrist motions. The team member must occasionally be able to push, pull, grasp, lift and/or move up to 50 pounds frequently. Any lifting and/or moving over 50 pounds needs to be done in a team lift. Specific vision abilities required by this job include reading, document, computer, distance, and color vision. Talking and hearing are essential to communicate with team members, vendors, and guests in individual, department, small and/or large group meetings. Communication in face-to-face discussions, telephone, emails, and other electronic ways required. Must be able to walk, sit, and/or stand for periods of up to 4 hours. Must have a good sense of balance and be able to bend and kneel. Must be able to climb a 3 ft. ladder.

#### **WORKING ENVIRONMENT:**

A working environment is the setting, social features, and physical conditions in which a job is performed. The general working environment for the Resort is office, gaming floor, food outlet, hotel and convention/entertainment center including flashing lights, frequent loud noises, and a smoke-filled environment. Must be flexible with work schedule for any hours and/or shift, as assigned, according to business needs. Occasional overtime required. Occasionally must deal with angry or hostile individuals. Must handle hazardous materials. High volume direct public contact.

#### **DISCLAIMER OF EMPLOYMENT:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job description. It shall govern all positions as defined in the Team Member Handbook. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

All Little River Casino Resort Team Members are responsible to ensure they are in compliance with Little River Casino Resort Policies and Tribal Gaming Regulations.

#### **ACKNOWLEDGMENT:**

I have reviewed the content and description of the above listed position and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

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Team Member Name Sign & Print

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Date

**POSTED: 04/11/2025**

**REMOVE: Until Filled**