

HOUSEKEEPING JOB DESCRIPTION

General Purpose

To maintain a clean, **sanitary**, comfortable and tidy environment for either private households or commercial establishments

Main Job Tasks and Responsibilities

- sweep, scrub, mop and polish floors
- vacuum clean carpets, rugs and draperies
- shampoo carpets, rugs and upholstery
- dust and polish furniture and fittings
- clean metal **fixtures** and fittings
- empty and clean trash containers
- dispose of trash in a **sanitary** manner
- clean wash basins, mirrors, tubs and showers
- wipe down glass surfaces
- make up beds and change linens as required
- tidy up rooms
- wash windows as scheduled
- sort, wash, load and unload laundry
- iron and press clothing and linen
- sort, fold and put away clean laundry
- operate mechanized cleaning **equipment**
- maintain all cleaning **equipment** and materials in a safe and **sanitary** working condition
- monitor and report necessary repairs and replacements

Words to Know

Sanitary	Duties
Fixture	Distribute
Equipment	Restock
Stamina	Reliability
Adaptability	Integrity

Hotel Housekeeper

In addition to general housekeeping tasks the housekeeper **duties** in a hotel or similar environment will include:

- clean corridors, lobbies, stairways, elevators and lounges as well as guest rooms
- organize work schedule from the room status list, arrivals and departures
- **distribute** linen, towels and room supplies using wheeled carts or by hand
- **restock** room supplies such as drinking glasses, soaps, shampoos, writing supplies, mini bar
- replace dirty linens with clean items
- inspect and turn mattresses regularly
- store all dirty laundry in line with company policy
- monitor guest laundry bags
- replace laundry bags and slips
- check all appliances in rooms are in working order
- realign furniture and amenities according to prescribed layout
- respond to guest queries and requests
- respond to calls for housekeeping problems such as spills, broken glasses
- deliver any requested housekeeping items to guest rooms

- remove room service items
- organize and restock cart at the end of the shift
- ensure confidentiality and security of guest rooms
- follow all company safety and security procedures
- report any maintenance issues or safety hazards
- observe and report damage of hotel property

Knowledge and Experience

- high school diploma or equivalent preferred
- knowledge of cleaning and sanitation products, techniques and methods
- knowledge of cleaning sensitive materials
- working knowledge of operating cleaning equipment
- physical **stamina** and mobility including ability to reach, kneel and bend
- ability to lift, push and pull required load (usually about 30lbs)

Key Skills

- attention to detail
- customer focus
- **reliability**
- listening skills
- **adaptability**
- planning and organizing
- team work
- **integrity**
- honesty
- high energy levels

Job Description and Qualifications of a Custodian

Custodians are individuals who help clean and maintain buildings. These individuals can work in a wide variety of settings such as office buildings, **residential** buildings, hotels, stores, schools, universities and hospitals.

Duties

Custodians usually are responsible for cleaning and **buffing** floors, cleaning walls, shampooing rugs, washing glass and taking out a building's trash. They use tools such as brooms as well as dry and wet mops and vacuum cleaners. In addition, custodians might be responsible for dusting furniture, blinds and equipment. They also clean restrooms and replace bathroom supplies such as paper towels, toilet paper, and soap.

Other Responsibilities

Some custodians also do carpentry or painting, mow lawns, shovel snow and ice from walkways, and mend leaky faucets while performing other small repairs as well. They additionally alert their supervisors of major **malfunctions** and repairs required in a building. These individuals sometimes **exterminate** pests. In addition, custodians can lock or unlock doors for employees, and even move furniture around, wash dishes or replace light bulbs.

Skills

Custodians must be able to follow both written and verbal instructions well. They should be able to select and use cleaning **agents** and equipment effectively, and must be quick yet **thorough**. These individuals additionally must be **self-directed**, able to work without supervision, **detail-oriented** and organized. Custodians also should be able to meet a company's cleaning, maintenance and safety standards. They must have basic math skills, along with good **interpersonal** communication skills for relating to other staff, building tenants, school students or company customers.

Education

No official education requirements exist for custodians. However, some companies prefer custodians who have previous experience in this field, and other employers provide **informal** training opportunities for their custodial employees. Custodians can work daytime, evening or weekend hours depending on their employer. They must be willing to perform generally unpleasant cleaning tasks, and must be able to spend a lot of time standing, walking and lifting or pushing heavy equipment in addition to squatting and bending. These individuals should be able to work with noisy equipment as well.

The greatest employment opportunities for custodians lie in the health care industry and with administrative support firms.

The Job of a Factory Machine Repairer

apprentice (u pren' tis)
blueprint (blue' print)
break (brāk)

repairer
tool

Factories need workers to keep machines in good working order. Sometimes a machine breaks down or doesn't work well. Then the repair person has to work fast. "Downtime" costs the factory money because factory workers can't work if the machines are down.

Some of the repair person's time is spent in caring for the machines before they break down. He or she oils and cleans the machines and checks their parts.

In order to repair machines, you have to be able to read machine instruction books and follow the charts in them. You have to be good with machines and know how they work. You have to be able to order the right parts for a machine that is broken down. You may have to keep a record of work that has been done on each machine.

The repair worker has to know how to use hand tools and power tools. The factory furnishes the tools most of the time.

The machine repair worker must be healthy. He or she must be able to lift and to climb. The worker may have to crawl under a machine to repair it or work from the top of a ladder.

What do you have to do to get the job?

Many repair workers start as helpers and learn on the job. Some become union apprentices and learn in a four-year apprentice program. These programs have some on-the-job training and some classroom instructions. Apprentices also get paid while they are learning. High school classes in math and blueprint reading are helpful.

Pay and where the jobs are

Most jobs are in states where there are many factories. The jobs are found mostly in machine shops, printing plants, automobile and airplane plants, clothes and food factories, and oil companies.

Sometimes business is slow, and factories have to close. Often the machine repairer continues to work. That is when some of the big repairs are made on machines.

Repair workers may be called at night or on weekends if there is an emergency. There is often dirt and noise on the job.

Over 400,000 machine repair workers were employed in 2008. The number of jobs will grow slowly over the next ten years. The average hourly pay for most machine repair workers in 2008 was \$18.65 to \$24.04.

Job Interview Role Play

Words to Know

interviewer background salary insurance strength skills weakness
applicant qualified wage benefits package well-rounded experience

Part 1, Questionnaire

You will be asked a lot of questions on a job application and interview. Answer the questions below to help you prepare for filling out applications and doing interviews.

Question	Answer
What is your educational background?	
What kinds of work experiences do you have?	
What makes you qualified for this position?	
Do you have any special skills?	
What are your strengths? What are your weaknesses?	

Part 2, Interview: Choose a partner to read through this interview. One person will pretend to be the **interviewer** and the other person will be the **applicant**.

Interviewer: Good morning! How are you today?

Applicant: I'm doing well, thank you. And you?

Interviewer: I can't complain. Please have a seat. We're very glad you could come in for an interview at our company.

Applicant: I am too.

Interviewer: To start, could you tell us a bit about your educational background?

Applicant: Sure. I attended Mountain View High School for three years. I had to leave school my last year for personal reasons, but I recently went back and earned my GED.

Interviewer: Your family must have been very proud. What is your previous work experience?

Applicant: Yes, they were. Thank you. I have worked a lot of jobs since high school. I was a server at a restaurant for four years. Then I got a job at a school doing cleaning and maintenance. I also babysit some kids in my neighborhood part-time.

Interviewer: Those sound like very different kinds of jobs. What makes you qualified for the position at our company?

Applicant: Well, because I worked at so many different kinds of jobs, I learned a lot of different skills that make me a well-rounded employee. I'm a fast learner because I had to learn a lot of things on my own at each of those previous jobs. I can work as part of a team, or I can work on my own.

Interviewer: Do you have any special skills?

Applicant: I have my driver's license and I know how to use a computer to send e-mails or do basic internet searches.

Interviewer: Those are all good things. What would you say is your biggest strength in terms of working at a job like this?

Applicant: My biggest strength is that I am reliable. If I say I'm going to do something, then you can trust that I will get it done without having to be reminded.

Interviewer: That's good to hear. And what would you say is your greatest weakness?

Applicant: I think my greatest weakness is that I am very proud and I don't like to ask for help when I need it. Sometimes that means I will make silly mistakes trying to figure something out on my own when I could have just asked someone for help. I am working on being better at asking for help.

Interviewer: Good answer. Well, I think that was all the questions I had for you today. Do you have any questions for me?

Applicant: Yes. I was wondering what kind of benefits were provided with this job.

Interviewer: Okay. This position offers an hourly wage of \$12 an hour. You also receive a health insurance package and flexible scheduling.

Applicant: That sounds great. When can I expect to hear from you?

Interviewer: We have a few more interviews this week, but we will be contacting you with a decision by the end of next week. Thank you for your time.

Applicant: Thank you.

Name:

Write 3 sentences using 1 of your job vocabulary words in each sentence.

1.

2.

3.