



Hospitality Coordinator / Housekeeper Job Description

MISSION: The mission of Woodcrest Retreat is to introduce people to Jesus Christ and encourage Christian growth through programs and partnerships that emphasize creation and community.

PURPOSE OF HOSPITALITY COORDINATOR / HOUSEKEEPER: This person shares in Woodcrest's mission by ensuring that our facilities and grounds are clean and ready for guests so that they can experience the wonder of God and have an enjoyable time at Woodcrest.

REQUIREMENTS FOR HOSPITALITY COORDINATOR / HOUSEKEEPER:

- 18 years of age or older
- Committed Christian who is active in his/her church, and growing in faith
- Able to read and write at a high school level
- An eye for detail and able to complete repetitive tasks
- Self motivated and able to work without immediate supervision
- Physical strength to walk the grounds to complete tasks and handle light lifting
- Competent in interpersonal skills to interact with staff, camper parents, guests, and visitors as needed
- Willing and able to work in a team oriented, Christ-centered environment

RESPONSIBLE TO: Reservationist

HOURS: Part Time/Year Round (16-24 hours per week or as needed to accomplish essential tasks) working 2-3 days a week

ESSENTIAL RESPONSIBILITIES & TASKS:

- Ensure that facilities are cleaned and ready for guest use by working with Reservationists to create a weekly cleaning schedule. Anticipate approximately ten hours of weekly cleaning.
- Communicate with Reservationist when rooms are ready (check list in office).
- Keep the various janitorial closets clean and stocked.
- Keep inventory of janitorial supplies and communicate needs to Operations Director.
- Observe common areas and immediate vicinity of buildings and keep clean of trash and cobwebs.
- Create a welcoming environment for guests and visitors. Provide instruction to other staff as needed to keep staff aware of hospitality needs.

- Communicate with Operations Director regarding maintenance and repair needs that you encounter while cleaning and preparing rooms.
- Help prep rooms prior to group arrivals (check lists available).
- Assist in the decorating of common areas and meeting rooms for various seasons and events.
- Ensure that guest groups have requested items (i.e. sound equipment, special equipment).
- Check for missing or damaged equipment (i.e. activity den, playground, sound equipment) or property after groups leave and report that to reservationist and maintenance.
- Communicate with Weekend Hosts to make sure they are informed of groups, contacts, special needs, etc... After a weekend contact Weekend Host to get updated on any problems from the weekend and to thank the hosts for their service.
- Review guest surveys and pass on relevant information to appropriate staff members and respond as needed to ensure positive guest experiences.
- Think creatively of ways to continuously improve the guest experience at Woodcrest.
- Assist with Woodcrest events as needed and as time permits.
- Other responsibilities as assigned to ensure the success of Woodcrest' mission.

***Woodcrest seeks to maintain a level excellency with our facilities that are used by our guests.
Our hospitality team is on the frontlines of allowing us to accomplish our mission.***