

Essential Skills Summary – HOUSEKEEPING ATTENDANT

The most important Essential Skills for Housekeeping Attendants are:
Oral Communication, Thinking Skills (Problem Solving)

Housekeeping Attendants are responsible for the meticulous cleaning of all public and back of the house areas within a full amenities casino utilizing industrial cleaning supplies, equipment and methods. They also provide exceptional customer service as required.

Typical Level & Most Complex	How Housekeeping Attendants use Essential Skills
A. READING TEXT	
1-2	Housekeeping Attendants read memos and postings on bulletin board. They may consult WHMIS and MSDS sheets, and manuals for cleaning equipment.
B. USE OF DOCUMENTS	
1-2	Housekeeping Attendants read labels on cleaning products, posted bulletins and memos; sign in and read lists of stockroom materials; request time off.
C. WRITING	
1-2	Housekeeping Attendants transmit messages to co-workers, use standard abbreviations, write Incident Reports and fill in forms; may write a self-evaluation.
D. NUMERACY	
1-2	Housekeeping Attendants estimate the time and product needed for cleaning jobs. They may schedule shifts and report hours. They may check pay stub.
E. ORAL COMMUNICATION	
1-2	Housekeeping Attendants participate in a pre-shift meeting where they receive general information and offer feedback. They greet and interact with customers and deal with their complaints. Respond to radioed requests.
F. THINKING SKILLS	
1-2	Housekeeping Attendants are assigned to designated areas and duties are usually very clear. They are observant to keep all areas covered and prioritise when special situations arise.
G. WORKING WITH OTHERS	
1-3	Housekeeping Attendants are on their own in their area of the casino. They attend pre-shift meetings to be informed and offer feedback; co-operate with co-workers to cover all areas.
H. COMPUTER USE	
	Housekeeping Attendants do not have access to computers.
I. CONTINUOUS LEARNING	
	Housekeeping Attendants attend Casino training seminars.
J. OTHER INFORMATION	
	Housekeeping Attendants are on their feet for long periods and may have to do light lifting. Cleaning may involve twisting and stretching and repeated wiping movements. They are exposed to strong cleaning products.