

Housekeeping Supervisor

Role and Responsibilities

Under the direction of the Executive Housekeeper, the Housekeeping Supervisor is responsible for all housekeeping tasks assigned in the hotel and promotes a positive image of the hotel to guests and fellow employees. As well as, motivate and guide the staff to ensure all public and employee areas meet established cleanliness and quality standards while ensuring that all work is completed to the highest standards in accordance with departmental policies and procedures. Be pleasant, friendly, and courteous and be able to address problems and/or special requests as they arise.

Responsibilities include:

- Promote and maintain the utmost integrity and the highest caliber of customer service and respect to all patrons, employees and hotel personnel
- Maintain a clean and safe work environment; performs the following cleaning duties as assigned:
- Remove garbage, Vacuuming, dusting, cleaning bathrooms in guest rooms
- Required to develop and maintain positive workplace relationships with all other hotel employees and customers whom they come in contact with
- Use and wear the equipment, protective devices or clothing required by the hotel and work in compliance with the provisions of the Occupational Health & Safety Act (OHSA), regulations as well as internal health and safety policies and procedures.
- Report any issue or defective equipment or protective device, which could endanger anyone, or any contravention of the OHSA regulations, or hotel safety policies and procedures by another employee.
- Adhere to WHMIS at all times.
- Attend training programs and meetings when required
- Communicate with co-workers to ensure sufficient planning for Housekeeping and Laundry services and activities.
- Coordinate and monitor guest room moves and respond to guest requests promptly and according to policy.
- Assist in the preparation of work and staffing schedules.
- Assist with monthly inventory
- Additional or different responsibilities or duties, which are consistent with the position, may be assigned at the discretion of the department

Qualifications and Education Requirements:

- Minimum 2 years hotel room cleaning experience preferred.
- Minimum 2 years supervisory experience
- Computer literacy, including effective working skills of MS Word, Excel, PowerPoint and e-mail required
- High school diploma or work related equivalent

Required Skills and Abilities:

- WHMIS and Biohazard Clean up experience is an asset
- Ability to work in a physically demanding area, able to lift and handle repetitive movement is required
- Ability to work and thrive in a team-oriented environment, and able to work independently
- Ability to effectively communicate
- Ability to take responsibility for their actions and will consistently pay attention to detail
- Ability to work in a physically demanding area and be familiar with a high-volume, fast-paced, multi-tasking environment
- Ability to mentor and train new staff

To apply please submit resume to careers@tinwis.ca

We thank all applicants, however, only those considered for an interview will be contacted.

No phone calls please.