



## Housekeeper Job Description

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### **Title**

Housekeeper

### **Reports To**

Housekeeping Manager

### **Job Summary**

The housekeeper, under the direction of the Housekeeping Manager, will primarily be responsible to adhere to all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures. This position will greet guests with a smile and answer their questions as required. This role will also be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform. The housekeeper must possess high school diploma, GED, or equivalent and have work experience within the hospitality industry. You will be required to clean guests' rooms as per standardized processes. You will be responsible cleaning common areas of the resort including breezeways, conference centre, offices, meeting rooms and kitchen areas. The primary role will be cleaning guest room accommodations, however from time to time you may be assigned other similar duties.

### **Competencies**

- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Cultural Sensitivity - Promotes an inclusive environment exemplified by understanding all cultural groups.
- Organization - Able to create or maintain processes to ensure all relevant information or tools are easily accessible.
- Problem Solving - Able to break down a situation into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solution.
- Professionalism - Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- Self-starter- works without or little supervision

### **Job Duties**

- Adhere to all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures
- Greet guests with a smile and answer their questions as required. Always makes eye contact with everyone's path we cross.
- Be continually aware of, and maintain, the highest standards of professionalism by following the company dress code and/or wearing the company uniform

- Answer guest questions relating to the community, beaches and local activities including dining, current events, and attractions
- Ensure outstanding customer service is provided to all guests throughout their stay with the hotel
- Help to raise the standards within the Resort and bring new ideas about improvements.
- Cleaning guest rooms in accordance with our operating process
- Cleaning common areas of the resort including breezeways, public restrooms, hot tub areas, and fitness facilities
- Maintain work area in a clean and professional manner at all times, ensuring proper tools and equipment are available when needed.
- A clear understanding of using cleaning chemicals
- Washing, drying, folding, ironing laundries within the resort
- Maintain an ongoing knowledge of room locations, types of rooms, resort amenities, and knowledge of the area
- Use various selling techniques to promote other services the hotel offers
- Proactively attend to guest complaints in a professional manner
- Clear understanding of the processes of cleaning, and staging guests' rooms
- Protect the health and safety of others by adopting safe work practices and reporting unsafe conditions immediately
- Maintain the cleanliness and appearance of the hotel common areas and guest rooms
- Inspect your personal protective equipment, ensure you have ample supply, and report and maintenance related items in guest rooms or on resort property.
- Strive to advance your knowledge, skills, and abilities and consistently share these with others

### **Job Requirements**

- High school diploma, GED, or equivalent
- Two years of related experience
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions required
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to work individually as well as part of a team
- Demonstrated time management skills
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Positive team attitude is a must

### **Work Conditions**

- Flexible hours including nights, weekends, and holidays
- Interaction with customers/clients, and the public at large
- High levels of stress and pressure
- Occasional overtime
- Working outdoors in all seasons may be required from time to time.
- 35-40 hrs. per week
- \$21.00 starting wage

Qualified applicants should contact Best Western Tin Wis Resort at: [careers@tinwis.ca](mailto:careers@tinwis.ca) or apply in person.