

Room Attendant (Part Time)

Downtown Ottawa Hotel

\$23.39/hour - Part time hours that may include weekends, evenings, holidays as required

GENERAL SUMMARY:

We are seeking a diligent and detail-oriented Room Attendant to join our housekeeping team. As a Room Attendant, you will ensure our guest rooms and public areas meet the highest standards of cleanliness, comfort, and organization. You will be responsible for preparing rooms for new arrivals, maintaining cleanliness throughout the guest stay, and contributing to an overall exceptional guest experience. This is a physically active, entry-level position ideal for individuals with a strong work ethic and attention to detail.

CANDIDATE PROFILE:

Education and Experience

- Previous housekeeping or cleaning experience is preferred but not always required.

Preferred:

- Ability and willingness to work flexible hours including weekends, holidays, and evenings
- Familiarity with Marriott GXP
- Capability to communicate in both English and French
- Excellent interpersonal and communication skills, with a passion for guest satisfaction

Physical Requirements:

- Ability to stand, walk and lift for extended periods. Must be able to lift up to 50 pounds and perform tasks that require physical exertion (e.g., bending, lifting, and pushing carts).

* Our organization is an employer aware of professional fairness and committed to recruiting a diverse workforce and maintaining an inclusive culture. The use of the masculine is used for the purpose of lightening the text. We do not discriminate based on gender, ethnicity, religion, sexual orientation, age, disability, or any other basis protected by provincial or federal laws.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Cleaning & Maintenance:

- **Guest Room Maintenance:** Thoroughly clean and maintain guest rooms by dusting, vacuuming, changing bed linens, replacing towels, emptying trash, and sanitizing bathrooms to ensure rooms meet hotel cleanliness standards.
- **Floor Care:** Dust, mop, sweep, and vacuum floors in both guest rooms and public areas (e.g., hallways, elevators, lobby) as required.
- **Restocking Supplies:** Replenish guest room amenities, including toiletries, coffee products, towels, and linens, ensuring that all necessary items are in place.
- **Closet Management:** Ensure closets are organized, stocked with required supplies and hangers, and that all equipment is in good working condition.
- **Public Area Upkeep:** Keep public spaces, such as hallways, elevators, and lobby areas, clean, neat, and welcoming for guests.
- **Maintenance Reporting:** Identify and report maintenance issues or damage promptly to the supervisor or relevant personnel for resolution.
- **Guest Interaction:** Respond efficiently and courteously to guest requests or concerns, upholding a high standard of professionalism and hospitality.
- **Equipment and Supplies Management:** Maintain housekeeping equipment and ensure proper use and storage of cleaning supplies in accordance with safety guidelines.
- **Efficiency and Quality:** Work efficiently to meet established timeframes for room cleaning while consistently maintaining high-quality standards.
- **Room Assignment Completion:** Complete guest room assignment within the designated time, ensuring all areas are cleaned to satisfaction.

Service Delivery:

- **Guest Satisfaction Support:** Assist the housekeeping team in completing tasks and assignments efficiently, contributing to the achievement of high guest satisfaction scores.
- **Turn-Down Service:** Provide turn-down service for designated rooms as assigned, ensuring guests enjoy a welcoming and restful environment.
- **Equipment and Materials Storage:** Ensure that all housekeeping equipment, tools, and materials are properly stored in designated areas, maintaining organization and accessibility.
- **Storage Room and Workspace Maintenance:** Keep storage rooms and workspaces clean, organized, and free from clutter, ensuring that supplies are easily accessible and ready for use.

Quality Control:

- **Guestroom Readiness:** Ensure that each guestroom is thoroughly cleaned and inspected to meet both guest expectations and brand standards of cleanliness and condition, ensuring that all amenities and equipment are in good working order prior to guest arrival.
- **Guestroom Security and Privacy:** Safeguard the security and privacy of guests by adhering to established procedures for always securing guest rooms and respecting guest confidentiality.
- **Adherence to Standards:** Follow standard operating procedures (SOPs) set by the brand and management company to ensure consistency in service and compliance with all safety and operational guidelines.

Safety and Compliance:

- **Safety Protocols:** Adhere to all safety and security procedures to maintain a safe and secure working environment for yourself, guests, and team members.
- **Hazard Reporting:** Immediately report any unsafe conditions or potential hazards to the supervisor or management to ensure prompt resolution and minimize risk.
- **Policy and Regulatory Adherence:** Comply with hotel policies, cleanliness standards, and relevant local regulations to ensure consistent service quality and legal compliance.

Team Collaboration:

- **Team Coordination:** Collaborate effectively with housekeeping and other hotel staff to ensure smooth operations and a high standard of service throughout the hotel.
- **Support Special Projects:** Assist with special projects or additional tasks as assigned by management, contributing to the overall success of hotel initiatives.
- **Brand Standards:** Embody the AC Brand's core values and mantras in all daily interactions, ensuring a consistent, high-quality experience for both guests and team members.
- **Engagement in Team Meetings:** Actively participate in daily affirmations stand-up meetings, applying the key takeaways to interactions with guests, enhancing their overall experience and satisfaction.

Benefits:

- Company events
- Dental care
- Discounted or free food
- Paid time off
- RRSP match