

Job Details, Houseperson

Is hospitality your passion?

Are you interested in caring for others so they can be their best?

Do you love the always changing, multi tasking, fast pace that is hotels?

If yes, then this may be the role you have been looking for.

For some, traveling and being away is fun; however, many travelers miss being home. Our Housekeeping team makes our hotels feel like home. As a Housekeeping Houseperson, your contribution helps ensure guests have an enjoyable and comfortable stay.

What will I be doing?

As a Houseperson, you would be responsible for responding to guest requests in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Specifically, you would be responsible for performing the following tasks to the highest standards:

- Deliver linens and other supplies to housekeeping hosts and stock closets on assigned floors.
- Replenishes the stock of sundries at the front desk.
- Depending on the shift, ability to operate laundry equipment and fold terries and linens.
- Report any needed repairs immediately to supervisor (such as leaky faucets or toilets, loose tile, broken windowpanes, missing nuts or screws, etc.).
- Responsible for delivery of requested guest items
- Receives and stores incoming freight accurately and promptly
- Maintain cleanliness and organization of floor closets and vending areas.
- Clean other designated areas such as fixtures, vending areas, and storage areas
- Provides prompt response to all service calls, including any applicable guest, front desk or housekeeping request as needed
- Helps maintain a clean and safe working environment in the housekeeping department
- Able to utilize the radio system as well accept requests by all departments at the hotel.
- Maintains the cleanliness and condition of the all public areas. Ensuring the environments are safe and clean and equipment is in good working order.
- Dispose of trash and recyclables
- Respond to special guest requests in a timely, friendly and efficient manner

REQUIRED SKILLS AND ABILITIES

- Prior Cleaning Experience
- Customer Service Experience (in a hotel is preferred)
- Work well in a team
- Must have basic knowledge of chemicals and their uses
- Ability to lift, pull and push moderate weight (min 20lbs)
- Ability to learn quickly and satisfy the needs of others in a fast paced position with guest interaction
- Ability to communicate in English
- Authorized to work in Canada

NOTE:

This description excludes non-essential and marginal functions of the position that are incidental to the performance of the fundamental job duties. Furthermore, the specific examples in each section are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the associate's supervisor.

Furthermore, this description is subject to change, in the sole discretion of the Company, and in no way creates an employment contract, implied or otherwise

The hourly rates for the Houseperson position are:

- ✓ First three months: \$21.20 per hour
- ✓ Three to six months: \$21.60 per hour
- ✓ After six months: \$22.04 per hour