

THE JEWEL OF  THE ROCKIES

MORAINÉ LAKE

L O D G E

Housekeeping Attendant

Department: Housekeeping

Reports to: Housekeeping Supervisor

General Description:

The **Housekeeping Attendant** is part of the **Moraine Lake Lodge** housekeeping team responsible for maintaining the general cleanliness of the cabins, lodge and grounds. Main duties include cleaning rooms and public areas, stocking firewood, maintaining clean and organized storage rooms and stocking linen and supplies upon arrival.

Essential Duties and Responsibilities:

Housekeeping Operations

- Ensure quality guest experience by providing consistent and efficient service and highest level of cleaning on a consistent basis,
- Follow all procedures as outlined in the Housekeeping manual,
- Clean guest cabins, guest areas and ensure compliance with all established standards as they relate to cleanliness, maintenance, safety, and security,
- Attain Room Cleanliness Scores & Benchmarks daily,
- Follow department schedules that should meet the requirements of the lodge and guest arrivals/departures,
- Ensure all guest complaints/comments are looked after in a timely manner and communicated to the Housekeeping Supervisor, guarantees a seamless guest experience.
- Accommodate guest requests for Housekeeping items or additional supplies in a timely and courteous manner,
- Communicate consistently, promptly and daily with Maintenance and Front Desk team to ensure total guest satisfaction is met and/or exceeded,
- Grounds work, as needed,
- Partner with Maintenance to assist in performing minor maintenance tasks,
- Participate in the daily shipping, receiving, distribution, inventory and control of housekeeping supplies, and
- Be knowledgeable and promote Moraine Lake Lodge, Cathedral Mountain Lodge, Banff National Park & surrounding areas.

Safety

- Maintain a clean and organized housekeeping room,
- Follow all procedures outlined in the Moraine Lake Lodge Emergency manual,
- Follow work safety and WHMIS guidelines,
- Actively promote a safe work environment.

Teamwork & Other Duties

- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Assist other departments, as required,
- Participate and offer information in daily Housekeeping meetings and communication logs,
- Maintain a positive working environment.

Other Safety Responsibilities

- Take reasonable care to protect your own, co-workers and guests' health and safety,
- Know and follow all Capilano's health and safety policies and procedures,
- Ask for further training before taking on any task that you are unsure of or have not been trained on,

- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Ensure your ability to work without risk to your health and safety or any other person's safety is not impaired by alcohol, drugs or other causes,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor.

Core Competencies:

Communication skills: Must communicate with guests, team members and management in a courteous and professional manner.

Work Efficiency: Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks.

Working with others: Works well with others in a team setting to complete tasks in a fast-paced environment.

Qualifications:

- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality,
- Previous hotel experience preferred,
- WHMIS certification an asset,
- CPR and First Aid an asset,
- Second language an asset.

Working Conditions:

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, Team Members are required to be on their feet for extended periods of time,
- Ability to work with outside with varying weather conditions (ex. Extreme Heat, Extreme Cold, Rain, Snow),
- Occasionally required to lift and carry up to 50lbs,
- Occasionally required to lift and climb a step ladder or step stool.