



## POSITION DESCRIPTION

### Our Mission

Exceptional individuals delivering exceptional experiences

### Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.  
We will be a destination that every discerning traveler aspires to stay at and  
that every hospitality professional aspires to work for.

### Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

### Core Values

Social Responsibility to the Community  
A Passion to Deliver Exceptional Guest Service  
Commitment of Flawless Attention to Detail  
Nurturing Continuous Self-improvement

### Housekeeping Focus

*D.E.T.A.I.L.S - Diverse, Empowered, Team, Anticipating, Individuals, Lasting, Service*

**Department:** Housekeeping                      **Date Revised:** February 2011  
**Position Title:** Executive Housekeeper      **Property:** Vintage Hotels  
**Reports To:** General Manager

**Position Summary:** Administers the housekeeping/laundry functions for the facilities including restaurants, public areas, spas, and guestrooms ensuring that departmental objectives are met both financially and qualitatively.

### Duties and Responsibilities:

#### Primary Responsibilities:

- **Providing personalized and exceptional guest service at every given opportunity.**
- Accountable the General Manager, Housekeeping Supervisors, Laundry, Guests and Team Members.
- Supervises and directs Room Attendants, Night Cleaners, Housepersons.
- As Duty Manager, supervise all duty staff in hotel (rotating approx. once per month).
- Directly responsible to ensure that the property is clean at all times.
- Directly responsible that ongoing maintenance of furniture, carpeting, equipment and supplies required, are in the highest quality/condition and working order as per Hotel Standards for a four-diamond rating.
- Planning and scheduling of staff for housekeeping/ laundry department to meet daily requirements.
- Ensures all Vintage Hotels properties laundry is collected cleaned, pressed and returned to the individual property in a timely fashion.

- To ensure sufficient levels of operating equipment for all properties periodically taking a full inventory to ensure replenishment happens as required.
- Human Resource function related to recruitment, training, motivating and progressive corrective action.
- Responsible for preparing and maintaining departmental budget objectives within company guidelines.
- Prepare housekeeping reports as required with respect to inventory levels, staffing, and maintenance and capital improvements as required.
- Ensure guest services are delivered promptly and efficiently as per company's quality standards.
- Meeting established up-selling and sales goals.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional products and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.

#### Secondary Responsibilities:

- Responsibility for ongoing safety compliance by staff including training, monitoring, overseeing and recommending safe work practices.
- Assist in coordination of planning special events with respect to staff requirements, logistics of space requirements, rooms, etc.
- Filling duty manager shifts when required.
- All other duties as required.

#### Health and Safety Responsibilities

- An employer/Manager shall ensure that,
  - (a) the equipment, materials and protective devices are provided as prescribed;
  - (b) the equipment, materials and protective devices provided by the employer are maintained in good condition;
  - (c) the measures and procedures prescribed are carried out in the workplace;
  - (d) the equipment, materials and protective devices provided by the employer are used as prescribed.
- An employer/Manager shall,
  - (a) provide information, instruction and supervision to a worker to protect the health and safety of the worker,
  - (b) in a medical emergency for the purpose of diagnosis or treatment, provide, upon request, information in the possession of the employer, including confidential business information, to a legally qualified medical practitioner and to such other persons as may be prescribed;
  - (c) when appointing a supervisor, appoint a competent person;
  - (d) acquaint a worker or a person in authority over a worker with any hazard in the work and in the handling storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent;
  - (e) afford assistance and co-operation to a health and safety committee in the carrying out by the committee of any of their functions;
  - (f) only employ in or about a workplace a person over such age as may be prescribed (14 years of age in all areas with the exception of kitchen where minimum age requirement is 15);
  - (g) not knowingly permit a person who is under such age as may be prescribed to be in or about a workplace;
  - (h) take every precaution reasonable in the circumstances for the protection of the worker;
  - (i) ensure a copy of the Occupational Health & Safety Act and any explanatory material prepared by the Ministry, is posted if not available advise Human Resources immediately.

- (j) prepare and review at least annually a written health and safety policy and develop and maintain a program to implement that policy;
- (k) post at a conspicuous location in the workplace a copy of the health and safety policy;
- (l) provide to the health and safety committee the results of a report respecting health and safety that is in the employer's possession and, if that report is in writing, a copy of the portions of the report that concern health and safety; and
- (m) advise workers of the results of a report and, if the report is in writing, make available to them on request copies of the portions of the report that concern health and safety.
- An employer/Manager may appoint himself/herself as a supervisor where the employer/Manager is a competent person
- In addition, an employer/Manager shall,
  - (a) notify a General Manager/Director of the use or introduction into a workplace of such biological, chemical or physical agents as may be prescribed;
  - (b) where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for the protection of a worker; and
  - (c) carry out such training programs for workers, supervisors and health and safety committee members as may be prescribed.
- Comply with all Vintage Hotels health & safety policies.
- Ensures monthly departmental workplace inspections and safety talks are assigned and completed by departmental supervisors.
- Conduct a department workplace inspection and safety talk on a semi-annual basis.
- Conduct incident investigations.
- Conduct team member health & safety training and performing team member safety observance.
- Correct substandard acts or conditions through Human Resources Standard & Procedure "C.15 Progressive Corrective Action".
- Commend team members on safe work practices and performance.
- Always ensure that workplace accidents/injuries are reported immediately to a Manager/Supervisor.

**Technical/Managerial/Administrative Requirements:**

- Safety training required.
- Some supervisory training in employment legislation is required.
- Must be current on issues and changes within the hospitality industry.
- Good analytical skills required to anticipate future conditions and respond to needs of those situations.
- A sound knowledge and understanding of all hotel and restaurant operations.
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**Professional Requirements:**

- Minimum of Grade 12 required.
- College education or diploma in hospitality industry is considered an asset, but is not a requirement.
- Entry to Intermediate Level computer literacy such as Word processing and spreadsheet programs.
- Hospitality industry specific training (courses, seminars) to keep current in the industry is required.
- Highly recommended 5-7 years in the hospitality industry (preferably in the area of housekeeping).
- Previous up-selling and/or sales experience is considered an asset.

**Personal Attributes:**

- Excellent communication skills both written and oral.
- Highly adaptable and flexible individual who is able to adjust to rapidly changing work demands.

- Must be dependable and reliable.
- Self-motivated and able to set goals and work under their own initiative.
- Must be diplomatic to answer complaints from Guests and Team Members.
- Able to maintain a positive working environment with high quality customer service.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

**Physical Requirements:**

- Ability to work under pressure within specific deadlines.
- Ability to plan and prioritize duties quickly and efficiently.
- Ability to maintain a proactive approach to the housekeeping/laundry activities.