



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: January 2009

Position Title: Room Attendant

Property: Vintage Hotels

Reports To: Executive Housekeeper and/or Housekeeping Supervisor

Position Summary: To ensure that guestrooms are cleaned and maintained in a manner consistent with a superior quality hotel.

Duties and Responsibilities:

Primary Responsibilities:

- Ensures bathrooms are clean and free of hair.
- Ensures sitting areas clean and free of dust.
- Ensures carpets are vacuumed daily.
- Maintains flowers daily.
- Ensures sleeping areas are cleaned and deodorized.

- Maintains equipment, locker, cupboards and vacuums.
- Reports any maintenance needed in rooms to supervisor.
- Reports anything missing in rooms to the Housekeeping Supervisor on duty.
- All articles found in rooms to be taken to lost & found.
- 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.
- All other duties as assigned.

Health and Safety Responsibilities

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure "#C.15 Progressive Corrective Action".

Professional Requirements:

- Grade 12 is recommended.
- Second language is an asset.
- Good interpersonal skills and public relations.

- Self motivated.
- Able to work unsupervised.
- Must be flexible for various shifts including weekends and holidays.
- Good organization skills.
- Excellent hygiene is a necessity and standard.
- Hospitality experience is considered an asset.
- Excellent communication skills, especially oral and telephone skills.
- WHMIS training an asset.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Ability to handle customer complaints
- Punctual and dependable
- Good attitude
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.

Physical Requirements:

- Lifting and twisting
- Pushing
- Pulling
- Walking
- Standing
- Stressful deadlines