



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: April 2007

Position Title: Housekeeping Supervisor

Property: Vintage Hotels

Reports To: Executive Housekeeper

Position Summary:

Duties and Responsibilities:

Primary Responsibilities:

- Assists the Executive Housekeeper to ensure all rooms and public areas are clean and maintained in good operating order.
- Supervises Housekeeping Team Members to ensure duties are performed consistent with standard operating procedures.
- Monitors rooms on a regular basis to ensure that they are clean according to standards.
- Checks rooms prior to Guest check-in to ensure they are ready for Guests with respect to amenities, supplies and appropriate tidiness/cleanliness.

- Checks to ensure that all equipment is operating and if not, reports to maintenance to repair or replace if required.
- Ensures that all Guests' special requests are fulfilled pertaining to room set up.
- Assists executive Housekeeper with scheduling of Team members, reporting of payroll hours, Team Member concerns, etc.
- Ensures that all cleaning supplies are in stock and Room Attendants have their supply of cleaners daily.
- Maintains Lost and Found program as required through tracking items, calling Guests, writing to Guests and checking for items left.
- Assists Room Attendants with cleaning if schedule is behind.

Secondary Responsibilities:

- Any other duties as assigned.

Health and Safety Responsibilities

- A supervisor shall ensure that a worker,
 - (a) works in the manner and with the protective devices, measures and procedures required by the Occupational Health & Safety Act and the regulations; and
 - (b) uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn
 - (c) advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;
 - (d) where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for the protection of the worker; and
 - (e) take every precaution reasonable in the circumstances for the protection of a worker.
- Perform departmental workplace inspections as assigned.
- Conduct safety talks as assigned.
- Conduct incident investigations.
- Conduct team member health & safety training including Standard Operating Procedures & Primary Training and performing team member safety observance.
- Always ensure that workplace accidents/injuries are reported immediately to a Manager/Supervisor.
- Cooperates in the Return to Work Program of a Team Member.
- Correct substandard acts or conditions through Human Resources Standard & Procedure "C.15 Progressive Corrective Action".
- Commend team members on safe work practices and performance.

Professional Requirements:

- Computer skills an asset.
- 3-5 years hospitality industry through experience or courses required.

Personal Attributes:

- Excellent organizational, communication and time management skills.
- Hospitality background an asset.

Physical Requirements:

- Lifting, bending, carrying and standing for prolonged periods of time.
- Working in seasonal temperature extremes in Guest rooms and in outside hallways.