



## HOUSEKEEPING

### Housekeeper

**Reports to:** Housekeeping Supervisor, Accommodations Manager

**Position Overview:** As a member of the Housekeeping Team, housekeepers are responsible for cleaning and maintaining guest accommodations. As well as periodically staff housing and public and back of the house areas within the Resort.

#### General Responsibilities:

- Ensure all aspects of the Resort's guest accommodations are cleaned to the prescribed standards of cleanliness.
- Provide assistance ensuring the guest arrival, stay and departure processes fully integrated, and providing the guest with an exceptional level of service and quality.
- Support and embrace a team atmosphere.
- Maintain a high level of professionalism, providing exceptional guest service at all points of contact.
- Effectively resolve guest complaints ensuring the guests' needs are exceeded.
- Complete all tasks in a timely manner within an individual and multifunctional team environment.
- Maintain a safe and environmentally sound work practices.
- Assist with emergency situations as required.
- Work towards continuous improvement and quality in all areas.

#### Requirements:

- Knowledge of a housekeeping department and practices is an asset
- Good physical condition, as this position is physically demanding
- Excellent communication and problem-solving skills
- A passion for guest service and a proven ability to consistently anticipate guest needs.
- Team player and a self-starter, with the ability to effectively work independently as required.
- Ability to take on work and projects and see them through to completion.
- Professional in attitude and appearance.
- Well organized with excellent attention to detail.
- Ability to work within and promote an innovative and multi-tasked environment.
- Awareness of environmentally sound practices with a commitment to this area
- Must be flexible to work as business levels dictate
- Able to handle, use and care for various machinery such as carpet cleaners, vacuums, etc.
- Clean Driver's license an asset.

If you require additional information or wish to join the Manning Park Resort Team, please submit your cover letter, resume or questions to [humanresources@manningpark.com](mailto:humanresources@manningpark.com)

Please visit our website at [www.manningpark.com](http://www.manningpark.com) for further details on our Resort.