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*Your company, your values, your career!*

## **HOUSEKEEPING MANAGER TEKARRA LODGE, JASPER, ALBERTA**

Coast Hotels is a dynamic and growing brand. Our culture is rooted in our values, and as part of that we believe in the growth and development of our Ambassadors. Join us and be a part of an exciting place to work. The Housekeeping Manager will lead and maintain standards of cleanliness at Tekarra Lodge while ensuring alignment with Coast Hotels' long-term strategy. This position will also ensure continued growth and development of the Housekeeping team and to maximize operational efficiencies, customer service, and profitability.

### **Duties and Responsibilities:**

- Responsible for budgeting and forecasting of, and control of housekeeping operating expenses including payroll, inventories, supplies and other departmental operating expenses
- Incident Reports must be filed within 24 hours of accident
- Guest rooms must be ready for 4pm check in
- Must check that staff are keeping the recycling shed clean everyday
- Must have housekeeping meeting once a month to resolve any issues that may arise
- Enter lost & found items into the computer
- Timesheets must be signed by the Executive Housekeeper everyday
- Timesheets must be handed in with correct hours for payday
- Illegal drugs on property will not be tolerated
- Ensure property checks are done at least 3 times a week
- Must be able to communicate with other departments, including Front Desk & Maintenance
- Ensures all hire packages are filled out properly before handing to Hotel Manager
- Know all safety and emergency procedures and their role in assisting during these times.
- Perform ongoing quality inspections of units and take corrective action as needed to address quality deficiencies particularly in regards to housekeeping issues
- Strong tact and diplomacy; interacts with and works cooperatively with associates, property owners and guests
- Maintains safe working conditions within department and hotel
- Complete inventory, purchasing, disbursement, and cost control for all linens, cleaning supplies, restroom supplies, laundry supplies, cleaning machines and equipment
- Responsible for hiring, training, and developing employees to ensure employees uphold Coast Hotels service standards
- Ensure proper work assignments daily, monitor efficiency/completion of work and maintain standards of quality
- Ensures the laundry room, and dish shed are kept neat and tidy at all times.
- The Housekeeping Manager is expected to clean guest rooms as needed.
- Ensures the golf carts are being used in a safe and responsible manner. Excessive speed will not be tolerated.
- Other duties as required

### **Qualifications & Skill Requirements:**

- Previous experience in a Hotel Housekeeping Department preferred
- Multi-task in high paced environment
- Some computer skills required
- Excellent leadership, coaching, motivation and evaluating skills
- good communication skills demonstrated by clear self expression and listening skills
- uses company communication vehicles appropriately
- develops and maintains effective working relationships within the department and Hotel
- remains calm under pressure
- effective multi-tasking demonstrated by the ability to complete various tasks, in priority sequence with positive outcome
- problem solving and decision making ability demonstrated by adequate solutions to presented problems
- maintains positive optimistic outlook

- frequent bending, kneeling, pushing, pulling, lifting – very physical
- keen eye for detail
- ability to communicate in English, oral and written

**Additional information:**

- Position begins early May 2018 and run until early October 2018
- All positions will receive required training to fulfill duties & responsibilities

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

Please submit your resume with cover letter in confidence, to:

People & Culture Department  
Tekarra Lodge  
Email: [hr.tekarralodge@coasthotels.com](mailto:hr.tekarralodge@coasthotels.com)

*Coast Hotels is an Equal Opportunity Employer  
Coast Hotels would like to thank all interested applicants.  
Only those selected for an interview will be contacted.  
Join us and be part of an exciting place to work!*