

# Head of Hotel Housekeeping – Keltic Lodge/Highlands Links Golf Club

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## Title

Head of Hotel Housekeeping

## Reports To

General Manager

## Summary

The Head of Hotel Housekeeping, will be responsible for the supervision and control of cleaning and servicing for all bedrooms, restaurants, function and public rooms in the hotel, cottages, suites and other outlets. The job duties are critical to the effective management of the operation, as cleanliness is of the highest priority in the hospitality industry. The effective management of subordinate housekeeping employees will be paramount to the success of this position. Leadership, problem-solving, attention to detail and decisiveness are critical for success in this role.

## Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

## Job Duties

- Ensure that all bedrooms and public rooms are serviced and cleaned daily.
- Ensure that function rooms are cleaned as soon as they have been used to ensure a quick turnaround.
- Ensure that VIP rooms receive the designated extras.
- Ensure an adequate supply of clean linen, in a good state of repair.
- Ensure that rooms are checked regularly for repairs and refurbishing, and that appropriate maintenance is completed.
- Liaise with General Manager, and notify them of areas in need of attention, pertaining to decor.
- Ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion.
- Ensure that staff are coached and trained to perform their duties effectively.
- Ensure that attendance registers are completed daily and in accordance with statutory regulations.

- Draw up duty rosters and ensure that staffing levels are correct, to agreed standards, and are not exceeded without permission.
- Ensure that adequate supplies of cleaning materials are available.
- Ensure that staff accommodation is kept clean and in a good state of repair.
- Ensure that regular fire and evacuation drills are held.
- Ensure effective communications, through attending meetings and imparting information at regularly held staff meetings with assistant housekeepers.
- Prepare and submit, in the required format, all information necessary for budgeting purposes.

## Requirements

- University degree or College Diploma in an appropriate field preferred
- High School Diploma, G.E.D. or equivalent experience required
- Minimum 5 years of housekeeping related work experience required
- Minimum 2 years in a supervisory role required
- Good problem solving skills and ability to develop conceptual alternatives
- Knowledge of applicable federal and provincial laws and regulations regarding health standards for hotel facilities
- Able to effectively communicate both verbally and in writing
- Effective communication skills with individuals at all levels of both inside and outside the organization
- Basic mathematical skills required
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Strong negotiation skills and understanding of vendor relations including quotation and ordering processes
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Proven Supervisory skills
- Ability to follow through and complete overlapping projects
- High degree of resourcefulness, flexibility, and adaptability
- High level of sound and independent judgment, reasoning, and discretion
- Strong morals and ethics, along with a commitment to staff privacy

## Working Conditions

- May be exposed to waste, infectious waste, diseases, conditions, etc. that are consistent with hotel housekeeping
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Must be able to lift, push, pull, and move a minimum of 25 pounds

This is a fast-paced, exciting opportunity for a career minded individual. Accommodations may be available on-site.

If this sounds like you, we invite you to apply. Please outline salary expectations and submit your resume/cv to [jobs@golfnorth.ca](mailto:jobs@golfnorth.ca). Interviews will be conducted in Halifax and Toronto in mid to late January 2018. Thank you to all whom apply, but only those selected for interviews will be contacted.