



**DEERHURST**  
*Resort*

## CAREER OPPORTUNITY

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We are “the best place to experience everything Muskoka has to offer”. We are looking for the right people to join our team who are dynamic, caring, and enjoy servicing the needs of others. If you love working in a fast pace environment and have the ability to effectively adapt to change, we would like to hear from you!

### HOUSEKEEPING SUPERVISOR

#### Position Summary

Reporting to the Executive Housekeeper, and in their absence the Executive Assistant Housekeeper, our Housekeeping Supervisors are responsible for the overall day to day care and attention of our resort guest rooms and public areas. Leading and coaching the performance of our room attendants and house-persons, this job is integral to the overall guest experience at the resort.

#### Duties & Responsibilities

- Recognizes and greets all guests and team members first
- Provides exceptional and professional service to our guests and team members
- Ensures the well-being of our guests and team members by being alert to and reporting potential hazards
- Leads, trains, develops and coaches all housekeeping staff in the successful achievement of their respective duties.
- Models attention to detail and cleanliness throughout the resort
- Assists all departments in the delivery of excellent guest service
- Take an active and positive leadership role within the hotel
- Models all Deerhurst Resort Standards and ensures all actions and decisions support our operating pillars “guests, associates, brand and owners”
- Manages day to day costs and operating expenses in keeping with guest needs and overall occupancy
- Capable and comfortable making responsible decisions in the best interested of the resort
- Assists in department administration as required
- Provides responsive and empathetic service to Guests and employees
- Takes the initiative and anticipate Guests’ needs with thoughtful and personal touches
- Active in the promotion of and development of a safe and healthy workplace for or employees and overall resort for our guests
- Addresses day to day operational concerns and determines appropriate solutions and actions
- Responds in a timely manner to any and all guest concerns ensuring guest needs are met and followed-up as required
- Effectively communicates within the Housekeeping department and other departments in the hotel, sharing information that assists us in serving our guests
- Supports and contributes to our commitment to Environmentally sound practices
- Regularly inspects and audits cleaning standards of rooms to ensure accurate and timely feedback to the room attendants

- Active in the audit and inspection of all public areas, addressing and deficiencies found
- Provides employees with correct information and resources needed to exceed guest expectations
- With fellow leaders of the housekeeping team, is responsible for the performance management of room attendants, house-persons and laundry attendants
- Is comfortable with and adheres to Housekeeping Standard Operating Policies in place
- Prepares and executes shift opening and closing duties as required
- Act as role models for others. Demonstrates professional work habits, a commitment to quality service, excellent grooming and effective cooperation
- Monitors, communicates and follows up on preventative-maintenance and repairs as needed
- Performs assigned Emergency Response duties as required
- Prepares Accident/Incident Reports and investigates Employee Injuries for corrective action
- Completes all other duties as assigned

### **Skills, Abilities & Attributes**

- Guest oriented with a sincere, helpful, caring and friendly personality
- Proven ability to work well with others
- Able to take initiative within given guidelines
- Pays precise attention to detail, order and cleanliness
- Has exceptional energy, flexibility and professionalism
- Enjoys offering exceptional service and meeting the needs of others
- Has effective communication skills (verbal, written, and auditory)
- Able to adapt in a fast pace, constant changing environment within a dynamic work schedule
- Able to maintain composure and objectivity
- Is flexible with their schedule, able to work long hours and shift work as business levels require
- Able to lift, carry, move 11 to 29 pounds, frequently 30 to 49 pounds, occasionally 50 to 75 pounds

### **Education & Experience**

- 3 years previous leadership experience an asset
- Experience in Housekeeping preferred; knowledge of SMS HOST preferred
- Experience conducting interviews and reference checks, orientating and training standards and practices, organizing and executing practices for retaining team members an asset
- An intermediate level of competency in all Microsoft Office components an asset
- Valid Ontario drivers license and clean driving record required

### **1 Easy Way to Apply!**

- [www.deerhurstresort.com/careers](http://www.deerhurstresort.com/careers)