



AN IHG® HOTEL
SARNIA / POINT EDWARD

JOB OPPORTUNITY POSTING HOLIDAY INN EXPRESS SARNIA

POSITION AVAILABLE: HOUSEKEEPING MANAGER – FULL TIME

REPORTS TO: GENERAL MANAGER

ADDRESS: Point Edward, Sarnia

JOB SUMMARY

Under the general guidance of the Hotel General Manager and within the limits of established by Holiday Inn Express Sarnia policies and procedures, the Housekeeping Manager is responsible for the overall cleanliness of the hotel and for managing, motivating and training the team to ensure excellent service and cleanliness standards are well maintained.

Holiday Inn Express Sarnia is seeking for a dynamic Housekeeping Manager that is looking to join our team and embark on a successful career.

KEY BUSINESS OBJECTIVES

- Property Cleanliness – to increase and/or maintain a minimum 6-Month-to-date Overall Cleanliness Percentile of >90% through weekly room and property inspections in order to achieve Outstanding on brand QA inspections
- Team Communication – to conduct and coordinate daily communication with team members through planned and documented huddle meetings and keep current in the latest policies and procedures
- Guest Care/Service Culture – to assist in increasing and/or maintaining a minimum 6-Month-to-date Overall Service Percentile of >90% in order to achieve Outstanding on brand QA inspections
- Profitability – to maintain departmental costs in line with budgeted and operating margins through effective departmental cost control and planning

DUTIES AND RESPONSIBILITIES

- To be responsible for the cleaning of guest rooms ensuring through inspection that standards of cleanliness and guest comfort are maintained in accordance with the company and brand standards & procedures manual.
- To plan, organize and keep an accurate record by room/area of all deep cleaning carried out to ensure maximum cleanliness and logical work patterns as required by company policy.
- To be responsible for the efficient running of the laundry and cost effective use of all linen/terry within the property taking inventory on a regular basis and investigating stock losses as required by company policy.
- To be responsible for the handling of all hotel laundry and handling of lost and found in accordance with property and company standard.
- To liaise with Guest Services and Maintenance in regard to readiness of rooms with particular attention to guests' special requirements and VIP rooms as required by property policy.
- To liaise with the General Manager regarding use of outside contractors for deep cleaning duties, ensuring work is checked and standards achieved as required by property policy.
- To ensure corridors, staff areas and public areas are cleaned to standards required by property and brand policy.
- To ensure the timely and accurate completion of housekeeping forms/reports following procedures required by company policy.
- To be competent in the scheduling of staff and forecasting of revenues and expenses to achieve effective cost control as required by company policy.
- To achieve effective communication by briefing and debriefing staff, together with regular departmental meetings as required by company and brand policy.
- To ensure full adherence to hygiene, health, safety and emergency procedures as required by law and company policy.
- To carry out any reasonable request.
- To ensure adequate supply of materials and equipment with adherence to the department budget through the Purchase Order System and inventory controls as required by company policy.
- To be responsible for hiring, orientation, training, appraisal and discipline of staff following procedures laid down by company policy.
- To ensure that standards of punctuality, staff appearance and dress are maintained at all times in line with property and company policy.
- To maintain a professional profile within the property accepting the responsibility of Manager on Duty as requested by the General Manager and achieving standards required by company policy.
- To generate team commitment to achievement of the company, property and department Mission Statements.
- To carry out the duties of a staff member or provide assistance as necessary to achieve required standards, productivity and guest care.
- To ensure all staff are competent in the safe and effective use of equipment/chemicals in accordance with manufacturers' instructions.
- To be committed to guest satisfaction with any comments or complaints being actioned by following procedures laid down by property and company policy.
- To ensure compliance with company and house rules.
- To ensure adherence to procedures laid down in the Emergency Plan in line with company policy.
- To contribute to the security of the building, company assets and guest/co-worker safety by ensuring full adherence to security procedures and proper handling of keys/valuables by all department members in line with company policy.
- To complete month end and year end duties in line with company policy.
- Other tasks may be assigned as per hotel business needs.

REQUIREMENTS

- Minimums 2 years' experience in similar role in hotel/hospitality industry
- Excellent communication and problem solving skills.
- Must possess excellent customer service skills and be able to work independently
- Must have excellent time management and organizational skills.
- Must be able to bend, twist, pull, reach overhead and below knees
- Must be able to stand, sit, and walk for an extended period of time
- Must be able to lift, push, or pull 40 pounds without assistances
- Must be available for all shifts as per business demands, including weekdays, weekends, and holidays.
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APPLICATION DETAILS

We're growing rapidly and opportunities abound for great people! Qualified applicants should forward their resume and cover letter by applying to this job posting on www.indeed.com

Please note that due to high volume of applicants only short-listed candidates will be contacted.

We are committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

Date Listed: July 07, 2019

Closing Date: Until filled