



HOUSEKEEPING ROOM ATTENDANT POSITION DESCRIPTION

We are currently seeking Part and Full-Time room attendant staff to join our expanding Hotel and Spa, offering a competitive wage from \$15.00 - \$17.50/hour in the beautiful town of Niagara-on-the-Lake.

Why Us?

It is an exciting time to join our Housekeeping Family at 124 on Queen Hotel & Spa as we have entered a long-awaited expansion. This will increase our guestroom numbers and completely transform our property and public spaces. As one of the top ranked Hotels in Niagara-on-the-Lake we are excited to further enhance our Hotel and Spa to be a truly luxurious location for our Guests and Team.

Our employee company goal is to provide you with a family work atmosphere where we have fun while providing an exceptional guest experience.

Hours: *Full & Part-time positions available*

Salary Range: *\$15.00 - \$17.50/hour*

Position Summary:

The Room Attendant position's goal is to ensure that guestrooms and all common areas of the entire property are cleaned with an extreme attention to detail and maintained in a manner consistent with a superior quality Hotel.

Primary Responsibilities:

- Provide personalized and exceptional guest service at every given opportunity during your shift.
- Ensure guest bedrooms, bathrooms, living rooms, kitchens, hallways, common spaces, closets, laundry areas are impeccably clean and free of any debris.
- Ensure all accessories and appliances are cleaned and properly stored away in proper locations.
- Ensure inventory of all room amenities is done on a consistent basis.

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- Maintain supplies, equipment and tools.
- Maintain any storage and office areas pertaining to your department.
- Report required room maintenance to Supervisor, Manager or Engineering Staff daily.
- Log and report any missing items in rooms to the Housekeeping Supervisor on duty.
- All articles found in rooms to be logged with Front Desk and taken to Lost & Found daily.
- Have a thorough knowledge of [124 On Queen Hotel and Spa](#) facilities, products, and services we provide.
- Assess guests needs and act on them in a proper and timely manner.
- All other duties as assigned by Management.

Personal Attributes:

- Punctual, dependable and flexible.
- Positive, happy and outgoing attitude. Willing to face each day with enthusiasm.
- Ability to adhere to all guest inquiries and requests.
- Confidence in promoting all our property's products and services.
- Desire to help meet goals and budgets of the department.
- Ethical and honest.
- Team oriented.

Professional Requirements:

- Grade 12 is recommended.
- Hospitality experience is considered an asset.
- Eye for exceptional attention to details.
- Good interpersonal skills and public relations.
- Self motivated.
- Able to work unsupervised as well as in a team setting.
- Must be flexible for various shifts including days, evenings, weekends and holidays.
- Good organizational skills.
- Comply with all Health and Safety regulations.
- Excellent hygiene is a necessity and standard.
- Excellent communication skills.
- WHMIS, CPR, First Aid training or Smart Serve would all be considered an asset.
- Clear Drivers Abstract and over 25 years for using shuttle van.
- Police Clearance will be required upon hiring.

Physical Requirements:

- Heavy Lifting and Twisting
- Pushing
- Carrying

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- Pulling
- Walking
- Standing
- Climbing Stairs
- **Stressful Deadlines and various shifts**

Additional Employee Incentives:

Be a part of an expanding Family Team!

Flexible Shifts

Spa Discounts

Anniversary Accommodation

Paid Uniforms

Higher Wage Scale

While we invite any and all applications, however only those selected for an interview will be contacted.

