



Harrison Hot Springs Resort is currently recruiting for the position of **Housekeeping Supervisor**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

Assists the Housekeeper Manager in the overall operations of the Housekeeping Department. Helps to direct the hotel's Housekeeping program to ensure clean, orderly, and attractive conditions by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Performs a daily check of all public areas. Reports all maintenance required to the Engineering Department and Housekeeping Manager. Any cleaning discrepancies or omissions are reported to the Housekeeping Manager.
2. Performs at least one Quality Room Inspection each day, based on business volumes. Takes action to rectify all problems failing to meet hotel standards. Coaches Room Attendants to correct identified guest room cleaning deficiencies.
3. Promotes and supports the use of Harrison Hot Springs Resort & Spa Service Standards.
 - a. Assists in ensuring all Housekeeping associates follow the Professional Appearance and Grooming guidelines. (Clean and professional looking uniform, name tag and all other set appearance guidelines).
4. Addresses internal and external guest complaints to resolve problems or concerns.

- a. Brings all issues or concerns, guest or associate related, directly to the Housekeeping Manager.
5. Performs opening and closing duties according to the daily occupancy and scheduled tasks.
6. Monitors the productivity and quality of work of the Housekeeping team. Initiates, monitors and adjusts the daily action plan to ensure all public areas are clean, guest rooms are ready by 4pm (or as needed), soiled linens are laundered and reports any issues or concerns to the Housekeeping Manager.
 - a. Spot checks vacant and clean guest rooms to ensure they have been cleaned according to standard.
 - b. Spot checks the work performed by the House Attendants, Room Attendants, Laundry Attendant, Linen Attendants and Seamstresses to ensure both productivity and quality of work meets the required standards.
 - c. Assists in ensuring the Laundry Department is working effectively and efficiently to support the Linen needs of the Resort (Food and Beverage, Healing Springs Spa and Housekeeping)
7. Ensure guest special requests and deliveries are met in a timely and efficient manner.
8. Maintains the Key Control Inventory and working status of all "floor keys" on a daily basis.
9. Supports the completion of all projects as assigned/scheduled by the Housekeeping Manager (i.e. shampoo programs, furniture moving, floor washing, deep cleaning, etc.)
10. Attends the daily pre-shift meeting with the Housekeeping Manager, Supervisors and associates.
11. Issues daily work assignments and any special instructions or guest needs to the Housekeeping Team.
12. Checks all VIP rooms prior to the guest's arrival.
13. Meets all guest special requests promptly and efficiently.
14. Keep records showing all scheduled work completed (i.e., Rooms shampooed, furniture moved, repairs, etc.)
 - a. Files Work Orders for the Maintenance Department to record all repairs required in guest rooms and corridors.
15. Ensures Room Attendants leave their hallways clear of baby cribs and cots at the end of their shifts.
16. Looks for ways to eliminate/reduce waste and contribute to a lower operating cost of the department.
17. Ensures consistent inventories in linen closets through communications with the Truck/Linen Attendants.
18. Ensures Room Attendants are stocking their carts at the beginning of their shifts and not at the end of the day.
19. Communicates with PBX and Front Office when discrepancies and/or special requests arise.
20. Ensures Room Attendants bring all Lost and Found items from guest rooms to the Seamstress at the end of their scheduled shift.
21. Assists Housekeeping associates with their daily tasks as needed (illness or other staffing shortages, sudden changes in the daily action plan, etc.)
22. Ensures Day Room Rentals are cleaned and inspected as needed.
23. Ensures knowledge of the resorts Emergency Plan and any required training is kept up to date.

24. Provides direction to the Night Maids for Turn down Service and special projects based on occupancy levels to ensure their hours are being utilized.
25. Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
26. Perform other job related duties as assigned by the Housekeeping Manager.

Duties for Laundry Supervisor:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Performs a daily check of all Linen Cupboards on each floor. Reports all maintenance issues to the Engineering Department and Housekeeping Manager. Any cleaning discrepancies or omissions are reported to the Housekeeping Manager.
2. Performs daily checks on each floor to ensure dirty laundry is being picked up and clean linen delivered in a timely manner each day, based on business volumes. Takes action to rectify all problems failing to meet hotel standards. Coaches the Laundry and Linen Attendants to correct standards required if needed.
3. Promotes and supports the use of Harrison Hot Springs Resort & Spa Service Standards
 - a. Assists in ensuring all Housekeeping associates follow the Professional Appearance and Grooming guidelines. (Clean and professional looking uniform, name tag and all other set appearance guidelines).
4. Addresses internal and external guest complaints to resolve problems or concerns.
 - a. Brings all issues or concerns, guest or associate related, directly to the Housekeeping Manager.
5. Performs opening and closing duties according to the daily occupancy and scheduled tasks.
6. Monitors the productivity and quality of work of the Laundry and Linen Team. Initiates, monitors and adjusts the daily action plan to ensure floors have sufficient Linens to complete rooms by 4pm (or as needed), soiled linens are laundered and reports any issues or concerns to Housekeeping Manager.
 - a. Spot checks linen cupboards to ensure they are stocked and organized.
 - b. Spot checks the work performed by the Laundry and linen Attendants and ensure both productivity and quality of work meets the standards expected.
 - c. Ensuring the Laundry Department is working effectively and efficiently to support the Linen needs of the Resort (Food and Beverage, Healing Springs Spa and Housekeeping)
7. Ensure guest special requests: special washing instructions and deliveries are met in a timely and efficient manner.
8. Attends the daily pre-shift meeting with the Housekeeping Manager, Supervisors and associates.
9. Issues daily work assignments and any special instructions or guest needs to the Laundry and Linen Team
10. Files Work Orders for the Maintenance Department to record all repairs required in the Laundry Department
11. Looks for ways to eliminate/reduce waste and contribute to a lower operating cost of the department.
12. Ensures consistent inventories in linen closets through communications with the Truck/Linen Attendants.

13. Communicates with PBX and Front Office when discrepancies and/or special requests arise.
14. If you find Lost & Found items in Linen Closets ensure they are brought down to Lost & Found.
15. Assists Laundry and Linen associates with their daily tasks as needed such as sorting dirty, towel machine, mangle in such cases as listed (illness or other staffing shortages, sudden changes in the daily action plan, etc.)
16. Ensures knowledge of the resorts Emergency Plan and WHMIS MSDS information is up to date. And any required training is kept up to date.
17. Provides direction to the Laundry and Linen Attendants of any special projects based on occupancy levels to ensure their hours are being utilized.
18. Perform other duties as assigned by the Housekeeping Manager.

OTHER SKILLS AND ABILITIES:

- Minimum of 2-3 years of Housekeeping or Laundry Supervisory experience, in a busy Resort environment required.
- Excellent interpersonal skills balanced with well-developed computer literacy (preferably SMS and Microsoft Office programs).
- Possess strong organizational skills with the ability to multi task.
- Ability to provide and take direction effectively.
- Excellent communication and leadership skills required.
- Assist in the managing of up to 80 associates in the Housekeeping Department.
- Supports the other managers and Housekeeping Manager in the overall direction, coordination, and evaluation of the Housekeeping operations.
- Carry out supervisory responsibilities in accordance with the organization's policies and procedures, company policies and applicable laws.
- Responsibilities include assisting in associate training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Able to communicate and interact with all departments and associates in a courteous and professional manner at all times.
- Second language is an asset.
- Flexible to a changing schedule.
- First aid certificate or training is an asset.
- WHMIS certificate is an asset.

Interested, qualified candidates are invited to submit their resume and cover letter to hshsr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at www.harrisonresort.com.