

Job Description  
Housekeeping and Booking Assistant Manager



**SERVICES AND RESPONSIBILITIES**

The Employee will be responsible for providing the following services to the Company:

**JOB BRIEF**

Reporting to the Rooms Manager, this position leads and motivates a team tasked with ensuring consistent high standards of cleanliness and service throughout resort accommodation.

**Responsibilities and Accountability**

- Ensure lodge rooms and cabins are clean after each check out and ready for the next stay
- Ensure housekeeping procedures and training checklists are in place, maintained and adhered to.
- Ensure support team is trained, motivated and focused where/when applicable.
- Monitor guest satisfaction and address feedback efficiently and effectively for the benefit of guests, owners and co-workers.
- Work with Management team on accurate budgets, labour, conduct regular inventory checks & audits, and develop progression plans.
- Coach, manage job performance and conduct regular reviews.
- Report deficiencies in a timely manner and maintain detailed logs.
- Coordinate with Management, vendors and suppliers to ensure focus is on cost saving measures and quality products.
- Ensure deep cleaning project tracking & accurate billing is in place.
- Participate in regular team meetings and promote an open-door policy.
- Work and communicate in a professional manner, assisting as necessary to develop team spirit and to achieve standards of work and guest care.
- Actively promote Chute Lake Lodge activities and facilities while contributing to the smooth operation and overall profitability.
- Maintain a clean and well-organized work area.
- Ensure policies and standard operating procedures are followed consistently and look for areas of opportunity.
- Assist Experiences Manager with duties and responsibilities around bookings, check-in/check-out processes
- Confidence (after training) in online booking and room management

**Requirements**

- Prior experience, excellent interpersonal skills with proven ability to lead a team and manage conflict.
- Prior experience in housekeeping/custodial tasks.
- Be physically fit with the ability to lift and carry 30 lbs.
- Must be highly organized with strong attention to detail.
- Must have effective time management skills and be able to work in a fast-paced environment with multiple interruptions.
- Must be able to follow written and verbal instruction, work with minimal supervision and demonstrate honesty and integrity.
- Must be flexible in hours and days available to work

**Other lodge duties to assist Management and Team**

- General cleaning and assistance with grounds work and maintenance of property when possible
- Taking customer orders at the front end of the restaurant
- Cleaning tables and the general tidying and restocking of the front end of the restaurant
- Keeping the fire going in the restaurant
- Cleaning washrooms and facility
- Cutting wood
- Laundry
- General assistance with lodge upkeep and working with the team to operate as needed in a lodge environment
- There may be opportunity or times for running customer experiences, such as shuttles, tours or event support
- Create, record and maintain systems, processes and policies where applicable

**\*\*This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by team members in this position. It may not contain a comprehensive inventory of all duties and responsibilities.**