



JOB DESCRIPTION – HOUSEKEEPER

About Pinestone

Pinestone Resort is a full service resort and golf destination in the Haliburton Highlands, Ontario. Our resort features multiple styles of guest accommodations and conference/meeting rooms. We have indoor and outdoor pools, a sauna, an exercise room, an on-site spa, restaurant, and an 18 hole golf course; 160 acres of beauty to enjoy. Our staff are team oriented and provide guests with warm, courteous service.

Job Description

As a Housekeeper, your attention to detail will show your co-workers and our guests that you are committed to providing outstanding Guest experiences. The energy and enthusiasm you display will create a fun and enjoyable place to work, while keeping in accordance with Health & Safety and Resort standards. Our Housekeepers are responsible for ensuring a positive Guest experience through physical and aesthetic guest comfort.

Duties and Responsibilities

In addition to general housekeeping tasks the housekeeper duties will include, but are not limited to:

- load van for cleaning outside units
- organize work schedule from the task sheet, arrivals, departures, stayovers
- strip bedding and replace with clean in departures
- make beds according to Pinestone standards in stayovers
- inspect and turn mattresses according to schedule
- remove all garbage/recycling from room and dispose in a sanitary manner
- wash garbage/recycling bins
- replace plastic liners as needed
- remove any room service items
- remove all soiled bath linen
- clean mirror, counter, sink, tub and surround/tile and toilet according to hygiene standards
- sweep and scrub bathroom floors
- replace all linen, amenities, glasses etc. as needed
- dust & polish all furniture and fixtures
- spot clean any spots on carpets, report any large spots for shampooing
- wipe down all glass surfaces
- clean all appliances
- check all appliances are in working order
- wash dishes and clean kitchen according to agreed hygiene standards
- wash patio doors as needed
- empty and wash ashtrays, replace as needed
- keep all patios/balconies and furnishings free of cobwebs, moss, leaves and debris

- keep all patio furniture clean and report any in need of repair
- report any window/door coverings in need of washing or repair
- realign furniture and amenities according to prescribed layout
- vacuum all carpets, rugs and furniture
- unload and clean vans
- store all dirty laundry in line with company policy
- respond to guest queries and requests
- respond to calls for housekeeping problems such as spills, broken glasses
- deliver any requested housekeeping items to guest rooms
- maintain all cleaning equipment and materials in a safe and sanitary working condition
- organize and restock cart at the end of the shift
- ensure confidentiality and security of guest rooms
- follow all company safety and security procedures
- report any maintenance issues or safety hazards
- observe and report damage of hotel property
- deep cleaning to be done on a rotating basis

Qualifications and Requirements

Education:

- High school diploma or equivalent preferred
- Standard First Aid and CPR helpful.

Experience:

- knowledge of cleaning and sanitation products, techniques and methods
- knowledge of cleaning sensitive materials
- working knowledge of operating cleaning equipment

Physical:

- physical stamina and mobility including ability to reach, kneel and bend
- ability to lift, push and pull required load (usually about 30lbs)

Key Competencies

- attention to detail
- prompt
- reliability
- listening skills
- adaptability
- planning and organizing
- ability to work in a team environment
- ability to work independently
- integrity
- high energy levels

*Limited staff accommodation available

Applicants must forward their resume to housekeeping@pinestone-resort.com. Due to the expected number of applicants, only those selected for an interview will be contacted.