



JOB DESCRIPTION – HOUSEPERSON

About Pinestone Resort:

We strive to provide our employees with work / life balance, ensuring they have ample time to relax away from work and take advantage of the unique destination where we live. We encourage internal promotion, providing our employees with the opportunity to grow and develop, both as an individual, and in their career. Our employees are the type of people who go that extra mile for not only our guests, but our co-workers and neighbours as well. We employ team-oriented people, who don't hesitate to take on an extra task. Our employees make the Resort their own, and offer customer service at the highest level possible, as though we were welcoming a beloved relative into our own home.

Job Description:

A memorable experience for our Guests is the essence of being a member of the Pinestone Resort team. As a Houseperson, your attention to detail will show 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 Houseperson is responsible for ensuring a positive Guest experience through physical and aesthetic guest comfort.

In addition to general public areas cleaning tasks the Houseperson duties will include, but are not limited to:

- arrive to work on time and in proper uniform
- organize work schedule according to the guests requirement
- cleaning and maintaining all public washrooms, indoor and outdoor pool areas, hallways and stairways, lobby area
- remove all garbage/recycling from all offices and Housekeeping rooms
- cleaning and maintain all mirrors and entrance doors
- sweeping and washing all public area floors
- dust & polish all furniture and fixtures
- spot clean any spots on carpets, report any large spots for shampooing
- laundering of public areas linen
- stripping guest rooms of linen
- maintaining records
- empty and wash outdoor ashtrays
- keep all public areas free of cobwebs, leaves and debris
- respond to guest queries and requests
- deliver any requested housekeeping items to guest rooms
- maintain all cleaning equipment and materials in a safe and sanitary working condition
- 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

Knowledge and Experience

- physical stamina and mobility including ability to reach, kneel and bend
- ability to lift, push and pull required load (usually about 30lbs)
- high school diploma or equivalent preferred
- knowledge of cleaning and sanitation products, techniques and methods
- knowledge of cleaning sensitive materials
- working knowledge of operating cleaning equipment

Key Competencies

- attention to detail
- customer focus
- reliability
- listening skills
- adaptability
- planning and organizing
- ability to work in a team environment
- ability to work independently
- integrity
- honesty
- 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.

Revised: Nov/15