



Inn at Laurel Point

Outstanding Workplace of the Year Award, Chamber of Commerce (2018)
Employer of the Year Award, Tourism Vancouver Island (2018)
British Columbia Hotel Association Housekeeping Award (2018 & 2019)

Job Title: Assistant Housekeeper

Job Type: Permanent. Hours of work per week will vary based on hotel occupancy

Job Requirements:

- Flexible availability for shifts: will be scheduled for a combination of early morning shifts and day shifts
- Must be able to start at 6am as scheduled
- Must be fully available to work weekdays, weekends and statutory holidays
- Must have Canadian work permit to apply (if non-resident of Canada)

Wage: \$18.24/hr to start; \$20.84/hr after 1 year

Summary:

To represent the Inn at Laurel Point in all **guest interactions** as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created.” The Assistant Housekeeper assists the Executive Housekeeper in supervising the Housekeeping team.

Responsibilities:

- Ensure the overall cleanliness and maintenance of guest rooms and public areas
- Delegate responsibilities to housekeeping team members to ensure that all rooms and public areas are properly serviced
- Daily inspections of guest rooms
- **Liaise with other departments to ensure the guest’s experience** is seamless and work closely with the Front Office to ensure high priority rooms are cleaned on time
- Ensure service standards in all areas of responsibility are adhered to and continually improved
- Maintain a safe working environment, and ensure departmental awareness of health and safety standards
- Assist with the training and development of all Housekeeping team members
- Process lost and found items
- Ensure that appropriate communication between shifts and other departments take place regarding any changes, conduct daily shift briefings
- Any other general duties as required

Qualifications:

- Working knowledge of hospitality Housekeeping operations required
- Previous management/supervisory experience in hospitality Housekeeping operations, or related, an asset
- Post-secondary education in Hospitality & Tourism Management an asset
- Passion for guest service

- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Excellent time management skills
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Sound working knowledge of MS Word, Excel, and Outlook
- Knowledge of Opera Property Management System an asset
- Ability to work effectively with limited supervision
- Experience supervising or managing in a unionized environment an asset
- Experience training new or existing team members an asset
- Flexible availability required, including weekends and statutory holidays
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

Reports To: Executive Housekeeper

Closing Date: Please submit your application as soon as possible as applications will be reviewed daily.

Apply Now! Please email your resume to Ann Reeves, Human Resources Manager at careers@laurelpoint.com. For more information, contact Ann directly at 250-414-6726.

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- **Best staff meal in town and by the way, it's free!**
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Summary of Company:

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit www.laurelpoint.com.

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.

- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering Inn at Laurel Point as your employer of choice!