



long beach lodge
RESORT

Job Description

Job title:	Public Space Attendant
Reports to:	Housekeeping Manager

Job Purpose:

As a Public Space Attendant with Long Beach Lodge Resort, you have an opportunity to meet and exceed our valued guest expectations by ensuring that public spaces and grounds are clean and properly presented at all times.

Duties and Responsibilities:

- Consistently offer professional, friendly and engaging service
- Vacuum, clean, polish and maintain public spaces, such as restaurant, lobby, hallways, washrooms, surf club changing rooms, fitness center, guest and housekeeping laundry
- Maintains and clean all exterior area around cottages and lodge
- Sweeps front stairs, kitchen stairs and lodge exits
- Vacuum, clean, dust and polish guest rooms if necessary
- Make beds, change sheets, remove and replace used towels and toiletries
- Ensure security of guest rooms and privacy of guests
- Perform rotation cleaning duties (e.g. steam clean carpets) as required
- Maintain hotel guest room and public space through preventative maintenance
- Stock and sort supplies
- Assists other departments as requested
- Report any maintenance issues to Maintenance department

Qualifications:

- A secondary school diploma is preferred
- Previous housekeeping experience is an asset
- Ability to troubleshoot and problem solve
- Must be willing to learn, self-motivated and be comfortable to work independent, early morning and overnight
- Excellent communication skills required
- Excellent customer service skills
- Previous property management system experience is an asset
- Attention to detail

Working conditions:

Flexible, must be willing to work a variety of hours, including days, night, overnights as well as weekends and holidays based on the business needs

Physical requirements

- Constant standing and walking throughout shift for up to 8 hours
- The job is physically demanding; frequent lifting and carrying up to 50 lbs
- Kneeling, pushing, pulling, lifting
- Occasional ascending or descending stairs

Approved by:	Tijana Gluhovic, Housekeeping Manager
Date approved:	March, 2018
Reviewed:	