

Job Description for: **Housekeeping Supervisor (Seasonal)**

Reports to: General Manager

Employment: Full Time Seasonal

Duties and Responsibilities:

Pre Season Duties

- Help in training and hiring of housekeeping staff
- Supervise housekeeping staff while they are performing their duties
- Set up all supply and laundry rooms
- Maintain level of stock
- View all unit types in building and understand amenities in building
- Understand how everything operates in guest room ie. Fireplace, windows, etc.
- Understand the mountain and village layout and be able to give directions
- Understand all health and safety issues with regards to staff and self
- Understand the reservation system
- Basic understanding of front desk duties and how the hotel operates
- Any other reasonable request as made by a Central Reservations Manager

Housekeeping Supervisor

- Supervise housekeeping staff while they are performing their duties
- Supervise laundry staff duties
- Stock and maintain any housekeeping supply rooms
- Determine and process all guest complaints
- Check all guest rooms are ready for arrival
- Check that all common areas are hazard free and ready for guests
- Conduct daily morning meeting with housekeeping staff and organize all staff daily
- Ensure high level of customer service is maintained at all times
- Assist guests with all questions and reasonable requests
- Relieve front desk staff whenever necessary
- Ensure accurate information is provided to all clients with respect to all Big White and Central Reservations products

Other

- Maintain clean and tidy appearance
- Maintain clean and tidy work area
- Any other reasonable requests as made by a Central Reservations Manager

The housekeeping supervisor position is pretty great I must admit. You will face complaints at times, and struggles in the beginning, but once you've got your role down pat it's crazy from there on out. You work days as the Duty Manager as well, so it's nice to have the same schedule everyday for your week. The other duty managers move hotels and work nights which is when a lot of people want to go out and have fun. It's nice that you just stick to your own hotel and make those long lasting friendships with your co-workers. For me having the set routine of Monday to Friday 8-4 work was great. You know that your days don't change from morning to night shift every other week.

The only downside of the job could be if you're here and really keen to snowboard or ski every single day. You only get your two days off and whatever else time you decided to take off to get out there and board or ski. There is night riding for approximately 3 months if you're down for that though. That's how I found getting a lot of boarding time in.

If your considering saving, which is what I did this winter, it's a pretty easy to do. You do get paid more then the other workers on the mountain which is great and comes in handy a lot of the time.

Overall I think it's a great job to have for the season. Challenges you enough to you're your mind going throughout the season and is also easy enough at times to just have a great time. Have fun and enjoy the 2008/2009 season!

Kayla - Kelowna, BC, Canada
Housekeeping Supervisor