

Job Description: **Central Reservations Housekeeping Supervisor (Seasonal)**

Reports to: Executive Housekeeper or Assistant to the Executive Housekeeper

Employment: Full Time Seasonal

Duties and Responsibilities:

- Help in training of housekeeping staff
- Work with and supervise housekeeping staff while they are performing their duties
- Maintain level of stock in linen rooms or mobile storage carts
- Maintain all kitchen & linen inventory on units
- View all unit types in building and understand amenities in units
- Understand how everything operates in guest room i.e. fireplace, windows, Etc.
- Understand all health and safety issues with regards to staff and self
- Determine and report all guest complaints to Manager, or Assist. Manager
- Report all maintenance problems immediately to Manager or Assistant Manager and record the maintenance problem on Housekeeping Sheet
- Check all guest rooms each day and using the phone system in unit, update the status of the guest room, ensuring that all rooms are ready for arrival
- Ensure high level of customer service is maintained at all times
- Assist guests with all questions and reasonable requests
- Ensure accurate information is provided to all guests with respect to all Big White and Central Reservations' products
- Any other reasonable request as made by Executive Housekeeper or Assistant to the Executive Housekeeper or any other Central Reservations Manager

**Other:**

- Maintain clean and tidy appearance - no facial jewellery
- Maintain clean and tidy work area
- Maintain discretion and confidentiality
- Any other reasonable requests as made by Executive Housekeeper or Assistant to the Executive Housekeeper or any other Central Reservations Manager