



## LODGE & HELISKIING

POSITION:	Housekeeper
TERM	Seasonal
DEPARTMENT:	Housekeeping
RATE OF PAY:	TBA
GRAUTITIES	Yes
HOURS:	Seasonal full-time. Extended hours may be required to meet business needs.
UNIFORM	Will be required to meet a company dress standard
ACCOMODATION:	Shared accommodation and meals are provided
REPORTS TO	Office Managers
DATE REQUIRED:	Positions available January – April; June – October
APPLICATION CONTACT	elysa@tyax.com

Tyax Lodge & Heliskiing is a full service outdoor adventure resort. We offer seasonal and year-round employment opportunities for individuals with a passion for providing an exceptional guest experience and an enthusiasm for outdoor recreation.

As a Housekeeper at Tyax Lodge & Heliskiing you are expected to ensure the highest quality of cleanliness and comfort in the guest rooms and within and around the resort while providing exemplary customer service to all guests at all times. The responsibilities and duties of a Housekeeper include but are not limited to the following:

### RESPONSIBILITIES:

- Operate according to the policies, procedures, quality standards and services established by the company
- Exceed guest expectations by providing personalized, efficient and courteous customer service
- Show dedication to making every guest feel welcome in our surroundings
- Handle all special requests quickly and appropriately
- Work closely with other departments to ensure a smooth operation through preparation and follow-up
- Maintain regular attendance as required by scheduling which will vary according to the needs of the hotel
- Must work in line with the resorts safety and hygiene regulations
- Complete daily, weekly and monthly cleaning checklists
- Clean rooms according to company standards and training received within designated time
- Clean all guest and staff common areas daily, including the Spa, according to company standards
- Wash, dry and iron all resort and guest laundry according to company standards

- Tidy and restock housekeeping cart and housekeeping room
- Report maintenance requests or deep cleaning requirements and report concerns regarding Health and Safety, Security or Suspicious to your immediate supervisor
- Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance
- Respect guest privacy
- Handle all lost and found items according to company policy
- Assists with inventory control
- Ensuring cleanliness in and around the workplace
- Responsibilities include but are not limited to the above. Housekeepers may/will be ask to assist in other departments and/or with additional tasks on a “as needed basis”

**QUALIFICATIONS & ATTRIBUTES REQUIRED:**

- High School Diploma
- Previous housekeeping experience in a hotel/resort setting is an asset, training is provided.
- Must possess strong verbal communication, interpersonal, organizational and customer service skills and be a team player
- Responsible, dependable and available to work all shifts including nights and weekends
- Must be able to work in a fast past environment, have good time management skills and excellent attention to detail

**PHYSICAL DEMANDS:**

- May be required to be on your feet for extended periods of time
- May be required to lift, bend and reach

**Visa Requirements:** Must be legally eligible to work in Canada

**Note:** *Due to the nature of our business all members of the team may be required to take on additional responsibilities at times to ensure an exceptional guest experience*