

# TYAX

## LODGE & HELISKIING

<b>POSITION:</b>	<b>Laundry Attendant</b>
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 all meals are provided
REPORTS TO:	Housekeeping Supervisor
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 laundry attendant of 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 laundry attendant will report directly to the Housekeeping Supervisor. The responsibilities and duties of a laundry attendant 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 cleaning 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
- Assist with clean all guest and staff common areas
- Clean rooms according to company standards and training received within designated time

- Tidy rooms according to company standards and training received within designated time
- Wash, dry and iron all resort and guest laundry
- 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. 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 and laundry experience in a hotel/resort setting is an asset.
- 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:**

- Will 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.*