

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE:	Housekeeping Coordinator
REPORTS TO:	Director of Housekeeping
SUPERVISES:	n/a
UPDATED:	May 2016

OVERVIEW:

To assist the director of housekeeping with overseeing and ensuring the overall cleanliness of the hotel in accordance with Starwood standards. To ensure all safety procedures are adhered, to follow all appropriate policies and procedures while constantly striving to improve all standards of operations. Ensure that guest are given Personal and Instinctive service and make every effort that the guest have memorable lasting impressions about The Westin Resort and Spa.

MAJOR DUTIES & RESPONSIBILITIES:

- Conduct opening duties in housekeeping which entails allocation of rooms to be serviced based on occupancy and labor.
- Make sure that the control sheet for the following day is reflected based on occupancy trends.
- Demonstrate positive leadership characteristics which inspire team members to meet and exceed standards and promote team member empowerment.
- Assign projects, tasks to all associates and monitor progress.
- Inspect VIP rooms, show rooms, public spaces and back of the house in accordance with brand standards. Update room statuses and maintain inventory of rooms on a daily basis.
- Coordinate with Engineering, the repair, maintenance as relates to guest rooms and public spaces. Report defects in rooms and public areas and follow up on resolution.
- Developing and maintaining close and effective working relationships with Front Office, Engineering and other cross-functional departments.
- Ability to earn the respect and confidence of the staff at all levels
- Monitor payroll on a daily basis, ensuring that productivity ratios are met.
- Set a good safety example

- All other duties as assigned
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SKILLS AND EXPERIENCE:

- Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Strong organization and planning skills
 - Strong working knowledge of MS Office applications – Word, Excel, PowerPoint
 - Basic computer knowledge
 - Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
 - Supervisory skills
 - Previous experience in a similar role in a similar size/type of property
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
 - Must have knowledge of chemical handling and usage
 - Must be knowledge about unions and collective agreements
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GENERAL REQUIREMENTS:

- Self motivated, decisive, responsible and driven to achieve goals.
 - Proven problem solving skills and encourage new innovative solutions when appropriate.
 - Minimum of 2 years housekeeping experience in hospitality industry.
 - Must be able to stand and exert well-paced mobility for up to 8 hours in length. Must be able to lift up to 15 lbs. on a regular and continuing basis
 - Requires manual dexterity to use and operate all necessary equipment
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