



Inn at Laurel Point

Job Title: Houseperson

Job Type: Permanent. Hours of work per week will vary based on business levels

Wage: \$16.94/hr to start; \$19.36/hr after 1 year

Summary of Position:

The Houseperson is responsible for ensuring that the public areas are presented according to Inn at Laurel Point standards, while also focusing on creating an atmosphere of warm Guest Service, teamwork and excellence.

Responsibilities:

- To be health & safety conscious and actively involved in maintaining a safe work environment
- Complies with the Inn at Laurel Point's procedures and code of ethics
- Assist the Room Attendants in bringing them required supplies
- Maintain the cleanliness of the hallways and public areas
- Maintain the cleanliness of the public and staff washrooms
- Performs other tasks as assigned by management
- Upholds the highest standard of internal and external customer service at all times

Qualifications:

- Previous guest service and/or Housekeeping experience an asset
- Proven self-motivation, ability to work well with minimum supervision
- Excellent guest service skills
- Excellent organization and communication skills
- Must have a high level of attention to detail
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Job Requirements:

- Must be fully available to work weekdays, weekends and statutory holidays
- Candidates must be available to work varying shifts, including shifts that may start as early as 3:30am, and evening shifts that may end as late as 11pm
- Must be physically fit and able to carry/move heavy loads - up to 50 pounds
- Must have Canadian work permit to apply (if non-resident of Canada)

Reports To: Executive Housekeeper

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering inn at Laurel Point as your employer of choice!

Summary of Company:

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit www.laurelpoint.com.