**House Person**

**Role Overview**

A houseperson is a key part of our small, friendly housekeeping team. You make the hotel common areas look their best, ready to welcome our guests. You also support the team by organizing supplies and linens and helping with rooms as needed. You don't need any experience, just a can-do attitude! We provide full training and ongoing learning opportunities.

**Reports to:** Housekeeping Manager

**Primary Duties & Responsibilities**

* Maintain outdoor areas, including snow removal.
* Chop and restock firewood when required.
* Clean public areas of the hotel including washrooms and hallways.
* Respond to guest and staff inquiries, requests, and complaints in a prompt and courteous manner.
* Replenish cleaning products for housekeeping.
* Launder and fold linens/towels in hotel laundry as needed.
* Transport hotel guests and employees to and from Banff townsite using a shuttle vehicle.
* Maintain cleanliness and proper function of the hot tub.
* Handle chemicals in a responsible manner in compliance with WHMIS.
* Collect and dispose of all garbage and recyclables.
* Assist the housekeeping team as needed.
* Follow all health & safety procedures and regulations while performing duties**.**
* Follow proper reporting procedures for accidents and incidents to ensure follow-up and prevention.
* Set up banquet and meeting space with tables and chairs as directed.
* Maintain a professional appearance, demeanor, and attitude at all times.
* Promotes and encourages a strong teamwork ethic.
* Housekeeping duties when required.
* Other duties as required.

**Requirements**

* Clean Alberta Class 5 Driver’s License.
* A team player attitude.
* Pride in your work.
* Effective communication skills with individuals at all levels, both inside and outside the organization.
* Familiarity with common cleaning products and procedures.
* A commitment to providing great guest service, with a smile!
* WHMIS certification required (training can be provided, must be completed prior to first shift).

**Work Conditions**

* Perform physical work, including lifting to 30lbs and standing for long periods.
* Frequent repetitive hand movements.
* Exposure to chemicals e.g., cleaning products.
* Occasional environmental exposures to cold, heat and water.
* Ability to work a flexible schedule; weekends and holidays will be required, as well as mornings and evenings.
* Overtime as required.