



February 23, 2010

**Housekeeping Supervisor
Quality Hotel and Conference Center, Fort McMurray
Full-time, Permanent**

ARE YOU LIVELY? With SilverBirch Hotels & Resorts, you can be!

What's In It for You?

Join our family of supportive team mates who are passionate about service

- "The Perks" including hotel and restaurant discounts
- Growth opportunities within a national multi-brand hotel company
- Industry leading development and training programs
- Learn and collaborate with the best in the industry
- Proud to be Canadian
- We are lively! Come have some fun with us!

We are looking for a Housekeeping Supervisor at the Quality Hotel in Fort McMurray.

In the role of Housekeeping Supervisor you will be responsible for the highest quality of cleanliness for the hotel by assisting in directing and coordinating the Housekeeping operation in accordance with the standards of Silver Birch Hotels & Resorts.

Duties & Responsibilities:

- Provides a clean, well-maintained hotel by supervising the Housekeeping operations, including laundry & public areas.
- Schedules employees in accordance with forecasted occupancy in both rooms & the food & beverage departments; adjusts staffing as necessary for sudden changes in occupancy & volumes.
- Coordinates availability of rooms with Front Office Team.
- Supervises the daily activities of the housekeeping team, including laundry & public area associates.
- Monitors the responses on customer comment cards; identifies problem areas and formulates solutions.
- Conducts continual inspections to determine hotel's overall level of cleanliness; performs follow up ensuring the overall cleanliness of the hotel & reporting all maintenance issues.
- Strives to have a zero accident rate within the department, takes immediate corrective action when necessary to improve safety.
- Oversees inventory, purchasing, disbursement, and cost control for all linens, cleaning supplies, customer room, restroom supplies, laundry supplies, machines, and equipment.
- Schedules and supervises all rotational and special cleaning programs as required.
- Secures keys in accordance with hotel's key management policy.
- Maintains safe working conditions within department and hotel by insuring that all employees follow safety rules and procedures.
- Monitors performance of the department against approved budget; makes appropriate recommendations as necessary, controlling operating & payroll costs
- Develops and implements techniques to improve the operation.
- Recruits, orients, and trains associates, using GET on-boarding program.
- Conducts effective employee meetings and counseling sessions.
- Determines, communicates, and monitors achievement of standards of performance on a timely basis.
- Maintains cleanliness of overall hotel.

- Maintains lost/found items with policies, standards and procedures.
- Continuously seeking and implementing ways to recycle & improve environmental health.

Preferred Education & Qualifications:

- Minimum 3 years housekeeping experience.
- Flexible and energetic with the ability to work under pressure.
- Must have previous supervisory experience.
- Ability to prioritize with strong leadership and communication skills.
- Proficiency with computer software such as word and excel.

If you are interested in joining the liveliest hotels in Canada, each with their own unique sense of place then we want to hear from you! **Apply by March 3rd, 2010 or contact us at:**

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SILVERBIRCH HOTELS & RESORTS IS SUPPORTIVE OF WORKFORCE DIVERSITY AND
ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.