



January 20, 2012

**Night Houseperson
Harbour Towers Hotel & Suites, Victoria, BC
Part-Time, Permanent**

We are looking for a Night Houseperson at Harbour Towers Hotel & Suites in Victoria, British Columbia.

Objective:

To contribute to an attractive and clean hotel in accordance with the standards of the Harbour Towers Hotel & Suites and SilverBirch Hotels & Resorts by providing public space cleaning of floors, hallways and service areas, together with Associate spaces.

Duties and Responsibilities:

- Provides value-added service to customers by doing whatever is reasonable and possible to meet or exceed customer expectations
- Demonstrates teamwork by cooperating and assisting coworkers, as needed
- Cleans all public area washrooms thoroughly by washing down stalls, cleaning toilets & urinals, restocking supplies, cleaning countertops and mirrors, sweeping and mopping floors
- Cleans Health Club including but not limited to; washing down machines, cleaning floors, cleaning all mirrors, cleaning tops of exposed pipes, and washing the windows
- Ensures that health club washrooms are clean and sanitary by washing down stalls, cleaning change areas and showers and restocking all supplies
- Sweeps and washes Lobby, P1 and P3 floors to ensure cleanliness of public areas
- Vacuums Vic's restaurant and wipes down chair legs and table stands at base
- Cleans Vic's restaurant bathrooms thoroughly including wiping down stalls, cleaning toilets, sinks and countertops, urinal backsplashes, sweeping and mopping floors
- Clean Associate Staff Café area including; wiping down tables, chairs and all countertops/backsplashes; remove all food waste, garbage, recyclables, and replace liners
- Defrost freezer in Staff Cafe, as needed
- Clean Associate washrooms and change rooms, wiping down all stalls and showers, clean toilets, urinals, sweep and mop floors and remove all garbage
- Check weekly schedule for late functions in ballrooms and catering function rooms
- Other duties as assigned

Preferred Education & Qualifications:

- Have an exacting, accurate, detailed and logical approach towards his/her work and enjoys completing routine and repetitive tasks
- Have an extremely friendly and positive disposition with the ability to establish collaborative relationships with guests and associates
- Have the ability to solicit guest feedback, listen attentively to their needs and take action to exceed their expectations
- Be a reliable, dependable and disciplined associate who can be trusted and see tasks through to completion
- Ability to perform physical work, stand/walk for long periods of time and lift 25 lbs
- Certification in First Aid and WHMIS would be an asset



- A good command of English, French and/or another language is desirable
- Able to read and comprehend instructions, record information and complete standard forms

This individual will:

- Be a friendly, reliable and disciplined worker who can be trusted to see tasks through to completion
- Be an honest worker with a sense of loyalty to the company

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!

Contact us at:

Emily Moore
HR Coordinator
emoore@silverbirchhotels.com
www.silverbirchhotels.com

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

NOTICE TO POTENTIAL JOB APPLICANTS

If you are considering employment with us, please be advised that SilverBirch Hotels & Resorts

- **does not** require job applicants to pay a fee for a job application or opportunity; and
- **does not** make unsolicited offers of employment.

If you have been approached by any entity engaging in such practices who claims to represent SilverBirch Hotels & Resorts, please advise us immediately by email at careers@silverbirchhotels.com and contact either the Canadian Anti-Fraud Call Centre at 1-888-495-8501 or the Royal Canadian Mounted Police.