



OAK BAY
BEACH HOTEL

Room Attendant

This position requires someone who is hospitable, friendly, and outgoing with a focus on guest service. The Room Attendant provides cleaning services in our guest rooms. This physically demanding role will require continuous walking, bending and lifting.

Responsibilities

- Ensures that all guests are made to feel welcome.
- Clean the guest rooms including dusting and vacuuming
- Greet guests in a friendly and courteous manner during all interactions. Handle all guest interactions with the highest level of hospitality and professionalism.
- Gives personal attention, takes personal responsibility and uses teamwork when providing customer service.
- Provides a high level of customer service to ensure guest satisfaction
- Daily cleaning service of the guest rooms for arrivals and stay-overs.
- Ensures any lost and found items are noted and passed on to front desk in a timely and accurate manner and according to our Lost and Found Policy.
- Is knowledgeable about different room amenities and all hotel services and amenities.
- Responds to guest inquiries.
- Maintain cleanliness of the corridors on the guest floors.
- Provide information about the city and surrounding attractions when asked by guests

Qualifications:

- Experience in hotel or resort housekeeping preferred.
- Demonstrated strong team and communication skills are essential.
- Highly detail oriented, exceptional organizational skills and able to handle competing priorities.
- Ability to take ownership of duties.
- Team player and proactively looks for ways to enhance the level of service provided to the guests.

Physical Aspects of Position:

- Continuous walking and bending.
- Lifting up to 50lbs

The Oak Bay Beach Hotel is a luxury, boutique resort in the heart of historic Oak Bay, Victoria. Our vision is to provide service that is second to none while still maintaining a workplace that is relaxed, approachable, and inclusive. Along with competitive compensation, our team members receive perks such as complimentary parking, health benefits, and a daily staff meal plan. If you are interested in joining our amazing team then we have a fantastic opportunity for you.