



**DEERHURST**  
*Resort*

## CAREER OPPORTUNITY

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We are “the best place to experience everything Muskoka has to offer”. We are looking for the right people to join our team who are dynamic, caring, and enjoy servicing the needs of others. If you love working in a fast pace environment and have the ability to effectively adapt to change, we would like to hear from you!

### ROOM ATTENDANT

#### Position Summary

The Room Attendants will be responsible for maintaining clean, sanitized Guest Rooms & Public Areas.

#### Duties & Responsibilities

- Recognizes and greets all guests and team members first
- Provides exceptional and professional service to our guests and team members
- Ensures the well-being of our guests and team members by being alert to and reporting potential hazards
- Models all Deerhurst Resort Standards while caring for the guests, co-workers and owners
- Comfortable making responsible decisions and develops recommendations for effective problem solving
- Provides daily cleaning & sanitation per standards, including but not limited to: Public Areas, Guest Rooms, and Public Corridors
- Responds to direct guest requests in an empathetic and timely manner
- Ensures communication of maintenance issues in a timely manner
- Maintains equipment in a clean and proper working order, reporting any concerns in a timely manner.
- Ensures correct placement of Furniture, Fixtures, Amenities & Equipment
- Provides support to Security by communicating any unusual situation or person
- Provides support per the Emergency Response Plan as directed by the Supervisor, Duty Manager and/or Senior Leader on-site
- Report damaged and/or missing department to keys to departmental leader
- Completes all other duties as assigned

#### Skills, Abilities & Attributes

- Guest oriented with a sincere, helpful, caring and friendly personality
- Able to work well with others
- Able to take initiative within given guidelines
- Pays precise attention to detail, order and cleanliness
- Has exceptional energy, flexibility and professionalism
- Enjoys offering exceptional service and meeting the needs of others
- Has effective communication skills (verbal, listening, writing)
- Able to adapt in a fast pace, constant changing environment within a dynamic work schedule
- Able to maintain composure and objectivity
- Able to identify problems and make recommendations for improvements
- Is flexible with their schedule, primary will work day shift and occasional evening shift, as business levels require
- Able to move up and down stairs frequently
- Able to occasionally work outdoors in seasonal temperatures
- Able to lift, carry & move constantly 11 to 29 pounds, frequently 30 to 49 pounds, occasionally 50 to 75 pounds

#### Education & Experience

- High School diploma is preferred.
- Experience in Housekeeping is preferred.
- Must be at least 16 years of age.

#### 1 Easy Way to Apply!

- [www.deerhurstresort.com/careers](http://www.deerhurstresort.com/careers)