



OAK BAY  
BEACH HOTEL

## Room Attendant

## JOB DESCRIPTION

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The **Oak Bay Beach Hotel** is Victoria's first full-service luxury hotel with private residences - a property that is without comparison in all of Canada. We understand that providing guests with world-class service in amazing surroundings requires a team of talented and dedicated people who are committed to producing exceptional results every day. Working with moral integrity in a supportive environment, where individual thought and opinion are respected and encouraged, we have great expectations of our team members – and understand that you expect the same commitment from us.

You, as a valued member of the Oak Bay Beach Hotel Sales Team, are the type of individual who never settles for the status quo, but continually searches for innovative ways to improve the guest experience. You take the same pride in welcoming and serving a guest of the Hotel as you would someone in your own home and understand that a warm, caring, family environment is only supported by true hospitality professionals who not only understand that “anything is possible”, but also have the creativity to make the impossible happen.

Position Title	Room Attendant
Level of Commitment	Hours based on operational requirements
Reports to	Housekeeping Supervisor
Works With	Front Desk, Reservations Department, Hotel Leadership
External Relationships	Oak Bay Beach Hotel visitors, guests, community.
Supervisory Responsibility	None

## Scope and Purpose

Working to the core values and operational standards of the Oak Bay Beach Hotel, and as a key member of the hotel Team, the role of Room Attendant contributes to the success of the Rooms Division of the Hotel. This position requires someone that is hospitable, friendly, and outgoing with a focus on guest service. The Room Attendant provides cleaning services in the guest room daily providing the best possible product to contribute to the guest experience.

## **Position Responsibilities and Accountabilities**

- Ensures that all guests are made to feel welcome.
- Clean the guest rooms including dusting, 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.
- Ensures that all vital information is passed on to the Housekeeping Supervisor, i.e. room damage, lost and found, routine maintenance, etc.
- Maintain cleanliness and organization of the Housekeeping storage areas on the guest floors.
- Maintain cleanliness of the corridors on the guest floors.
- Provide information about the city and surrounding attractions when asked by guests.
- Stay apprised of hotel promotions, guest arrivals and departures, and department policy and procedures.
- Demonstrate sincere guest focus and true appreciation for the guest experience.

## **Core Competencies, Characteristics and Qualifications**

- Experience in Hotel 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.
- Ability to maintain strict confidences and guest privacy.
- Proven warm and sincere verbal communication skills in English.
- Effective communication capabilities demonstrating sound judgment.
- Ability to respond to questions from guests offering appropriate options or resolutions.
- Strong personal integrity with an innate desire to work in an ethical manner.
- Detail oriented, strong organizational skills and able to handle multiple priorities.
- Shift work is expected including evenings and weekends.
- All other duties as assigned that will assist and support the mandate of the Hotel and its ongoing success.