

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class, select service hotels across Canada. MasterBUILT lives and breathes hospitality, developing more ground up hotels than other company in North America. As a Gold Standard winner of Canada's Best Managed Companies, MasterBUILT believes in investing in the development of talented people with a passion for delivering exceptional results and a desire to learn and grow.

Microtel Inn & Suites by Wyndham is an all new construction, limited service hotel brand targeting the midscale segment of the market. Part of the Wyndham Hotel Group family of brands, Microtel has won the JD Power & Associates award for top guest satisfaction in its segment 12 of the past 13 years – an unprecedented achievement in any industry – and has consistently been rated #1 in its segment for RevPAR market penetration in the U.S. (based on STR data).

Within Canada, Microtel is the fastest growing new construction brand in the country with over 40 new hotels scheduled to open by 2025. Microtel's rapid growth is backed by the strength of MasterBUILT® Hotels' commitment to develop at least 75 Microtel hotels by 2036, making it one of the most dynamic new brands to ever enter the Canadian marketplace.

NEW OPPORTUNITY: HOUSEKEEPING SUPERVISOR

Microtel Inn & Suites Fort McMurray, AB

The **Housekeeping Supervisor** will anticipate the needs and exceed the expectations of customers as well as employees by achieving productivity and customer service goals all while providing their employees an exceptional place to work. The **Housekeeping Supervisor** will be responsible for directing and participating in the activities of the Housekeeping Department in a manner that will ensure the hotel guests are provided with clean, attractive, well-maintained rooms, and a secure place to stay.

RESPONSIBILITIES:

Operations

- Responsible for the handling of all guest laundry and lost property in accordance with hotel and brand policy
- Liaise with Guest Services and Maintenance in regard to readiness of rooms with particular attention to guest special requirements and VIP rooms
- Liaise with the General Manager regarding use of outside contractors for deep cleaning duties, ensuring work is checked and standards achieved as required by hotel policy
- Ensure corridors and staff areas are cleaned to standards
- Ensure the timely and accurate completion of housekeeping forms/reports, following procedures required by hotel policy
- Recruit, interview, hire, orient and train new employees, as well as update the training of existing employees
- Prepare work schedules and ensure housekeeping productivity and cleaning standards are met
- Clean rooms and common areas or work in laundry when necessary
- Respond to and anticipate guest needs with any comments or complaints being action following procedures laid down by hotel and company policy
- Take monthly and/or weekly inventories of linen, cleaning chemicals and laundry chemicals. Prepare requisitions or place orders for items and room supplies.
- Ensure that budgeted expense goals are met through proper usage and control
- Prepare the Room Attendant Daily Report, assign specific rooms to each room attendant, supervising housekeeping personnel to ensure that carts are properly stocked and that all room cleaning and laundry work assigned is completed according to hotels standards
- Inspect all rooms for cleanliness and maintenance issues daily
- Report maintenance issues by completing maintenance slips and follow up in maintenance work in rooms to ensure that work is completed
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NEW OPPORTUNITY

- Maintain the First Aid kit to ensure that it is completely stocked at all times
- Ensure the employee break room is comfortable and clean
- Maintain a file or notebook with all Material Safety Data Sheets

Leadership

- Be responsible for the training of all team members within the department
- Maintain individual staff training records and a proactive monthly training plan
- Ensure all staff are working to agreed, realistic activity plans and appraised on an annual basis
- Schedule staff in accordance with forecasted business, maintaining productivity norms and achieving the departmental wage budget, ensuring the accurate submission of time sheets
- Brief and debrief staff and actively encourage communication with other departments within the hotel
- Ensure all staff are aware of procedures the Emergency Action Plan for the property
- Ensure adequate supply of materials and equipment ensuring adherence to the departmental budget
- Liaise with the General Manager in the hiring and orientation of all staff
- Encourage team engagement, happiness and satisfaction
- Carry out the duties of an absent staff member and/or assist in another department as necessary
- Ensure all staff are competent in the safe and effective use of equipment/chemicals in accordance with manufacturer's instructions
- Ensure compliance with company and house rules

Customer Service

- Monitor customer satisfaction ratings and developing plans to maintain or increase customer satisfaction as required
- Maintain security for guests and property by insuring that guestroom doors are closed and locked at all times, linen and storage closets are closed and locked at all times, key cards are controlled, lost and found articles are properly logged and securely stored.
- Report suspicious activity by guests or others and observes all security and safety measures

QUALIFICATIONS:

Experience Required

- 2-3 years of experience working in a similar role, previous hotel experience considered an asset
- A minimum of 1 year of experience in a leadership capacity
- Previous exposure to expenses and budgets
- Previous experience with inventory management

Mission Critical Competencies

- Strong attention to detail, quality workmanship
- Ability to demonstrate being both a leader and team player
- Excellent communication and interpersonal skills
- Ability to set and monitor goals and provide status updates as required
- Ability to set priorities for self and others in the hotel
- Project planning capabilities coupled with time management and organization techniques
- A fun, positive attitude with a sense of humour

Desired Education

- A High School Diploma or GED required

MASTERBUILT OFFERS:

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

TO APPLY:

Please apply online at <https://masterbuiltsuperior.bamboohr.com/jobs/view.php?id=82>. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.