



Internal Job Posting  
**EXECUTIVE HOUSEKEEPER**

*The Wyndham Garden Hotel Toronto – is one of the first Wyndham hotels in Canada to feature a design concept by world renowned architect Michael Graves. The newly renovated and re-branded 290 room hotel with over 16,000 sq ft of Banquet & meeting space is located in Toronto at the cross roads of the 404 and Sheppard. The Hotel is managed by Pacrim Hospitality Services Inc.*

The successful candidate will be responsible for the highest quality of cleanliness within the hotel through directing and coordinating the housekeeping operation in accordance with hotel standards. Duties include, but are not limited to the following:

Check with room attendants to ensure they are supplied with the tools to complete their tasks  
Communicate, prioritize and inspect rooms on a daily basis.  
Maintaining the proper room statuses and communicate discrepant rooms.  
Managing the room attendants for guestroom quality and completion of their assigned credit of rooms; which includes re-training, coaching, and performance managing  
To have a complete understanding of the Collective Bargaining Agreement and to follow the guidelines of both the CBA and Employee Handbook  
Conducting annual performance reviews of housekeeping colleagues  
Share ideas in means to enhance the product and improve the guest experience  
Check all service areas and exits to ensure they are clean, items are in the proper assigned storage area and free of obstructions  
Ability to assign room attendants' daily tasks sheets and floor keys  
Active participation in employee functions, such as Housekeeping Birthday parties  
Attend pre-con meetings, morning operations meeting, forecast meeting, etc.  
Knowledge of all guestroom Wyndham Standards and Hotel specific standards  
Assist in robe, linen and other inventories  
Other duties assigned by the General Manager.  
Actively participating in the effective management of employee relations within the department  
To listen and respond to employee concerns and to take ownership in finding solutions  
Ability to earn the respect and confidence of the staff at all levels  
Developing and maintaining close and effective working relationships with Front Office, Engineering and other cross-functional departments  
Forming a strong relationship with the Union and the housekeeping departmental shop stewards

**Job Requirements**

- \*Hotel Management/ Hospitality & Tourism degree or equivalent diploma is an asset
- \* Minimum 3 years experience in a similar capacity.
- \* Knowledge of Property Management System (Opera), Microsoft Office and Outlook
- \* Excellent organizational, communication and interpersonal skills
- \* Must be service and team oriented
- \* Ability to motivate colleagues
- \* Must be able to work all shifts.
- \* Hours need to be flexible to accommodate to operational needs

**If you are interested in the above position please send your resume to:**

**Jackie Kerner Human Resources Mgr.**  
**Wyndham Garden Hotel Toronto**  
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**DEADLINE FOR APPLICATIONS: FRIDAY, AUGUST 22, 2008**