

## ABOUT THE POSITION

The Terminal City Club, Vancouver's Premier Private Members Club. As a 'Platinum Club of the World' and Canadian Society of Club Managers '2020 Club of the Year', we create a welcoming atmosphere for our members and guests with the opportunity to forge new business connections, host clients, entertain friends, keep fit and relax.

Our team of service professionals take care of our members and in turn, we take care of our team. For our employees, we thrive in a team oriented, member-first environment, offering competitive wages, extended benefits & pension, Club Fund bonus, staff events, development opportunities, hot meals daily, easy access to transit and more! If this sounds like a place you would like to be a part of, this opportunity may be for you.

## JOB RESPONSIBILITIES & REQUIREMENTS

As a Housekeeping Supervisor, reporting to the Executive Housekeeper, you will support the housekeeping team with all the business requirements of the club and support in the delivery of exceptional member experiences every day. You take pride in your work, are known for taking initiative and have a can-do attitude. Your duties will include:

- Inspection of Banquet rooms & suites, Member's area, outlets, bars and Fitness Centre and report findings to ensure high standards of cleanliness are maintained
- Assist with train, development, and supervision of the houseperson, night cleaner and laundry attendant roles
- Prepare special work assignments and cleaning projects
- Reporting of all maintenance defects and concerns; and the completion of the work order
- Ensure all supplies are adequate, available, and neatly stocked in all storage areas
- Ensure crew are adequately supplied with cleaning products, supplies and equipment
- Report and record all lost and found items promptly for safe keeping
- Assist in inventory of linen and supplies, and ordering of all supplies on timely manner
- Adhere to established departmental safety and security procedures. Full familiarization of all emergency procedures in case of fire, medical emergency, earthquake or bomb threat
- Handle and respond to members, guests & staff inquiries and concern with grace and pleasant attitude
- Work and assist in the laundry as dictated by workload & business levels
- Enforce housekeeping rules and procedures and encourage staff to be courteous as well as helpful to members, guests and fellow team members at all times

## REQUIRED SKILLS & EXPERIENCE

- Knowledge of night cleaning and technical housekeeping
- Familiar with stone floor and carpet cleaning procedures
- Strong ability to problem solve
- Supervisory experience is an asset
- Ability to work unsupervised and use good judgment when making decisions
- Ability to work hospitality hours as required
- Positive attitude and representation of the club & management team

## HOW TO APPLY

If this sounds like you, please speak to your Manager to express your interest in the position.

- Complete a Transfer Request Form and submit with your cover letter and resume to Rowena Tuano, Executive Housekeeper at: [rtuano@tcclub.com](mailto:rtuano@tcclub.com)

*We thank all applicants for their interest; those being considered will be contacted*