

Tweedsmuir Park Lodge

BELLA COOLA  BRITISH COLUMBIA

- JOB DESCRIPTION -

Position Housekeeping | Laundry
Location Tweedsmuir Park Lodge
Reports To Lodge Manager

Job Overview Bella Coola Heli Sports operates in the glaciated wilderness of BC's central coast. We provide world-class skiing in the winter and connect our guests with incredible wilderness adventures in the summer. We operate from five remote properties, three of which are in the Tatla Lake region of the Chilcotin's and two which are in the Bella Coola Valley. We boast the largest heli-skiing tenure of any operator in the world and our Himalayan like mountains draw outdoor enthusiasts from around the world.

This position requires a proactive approach in providing exceptional service to our guests. This position requires meticulous attention to details and a committed work ethic.

The housekeeping and laundry position is responsible for processing the day-to-day laundry, and for conducting daily housekeeping of all guest accommodations.

Essential Job Functions

Housekeeping

- Conduct daily housekeeping of all guest accommodations, with an urgency to complete all work prior to the guests return from skiing
 - Go the extra mile – attention to detail, attention to detail, attention to detail. Straighten the guest's belongings, and show thoughtful attention to how you leave the space
- Lead the cleaning/flipping of all staff rooms as needed, while upholding the company's outlined standards
- Assist with the House Upkeep Schedule when time permits
- Conduct end of season parstock counts as directed by the LM/ALM

Laundry

- Ensure daily upkeep of all laundry facilities (guest and staff)
- Manage inventory responsibly, making every effort to salvage stained items, to utilize old product first, etc.
- Ensure the safe handling of all cleaning products and follow OH&S and WHMIS best practices
- Maintain an exceptionally organized, consistent, and clean space
 - Provide feedback when needed to ensure others are respecting the use of the space



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Performance Standards

With Your Tasks

Demonstrate clear attention-to-detail and a strong work ethic. See your tasks through to perfection and completion. Act with integrity, discretion and problem solve as needed.

Communication

Communicate issues in an effective and timely manner and be open to receiving and acting on feedback. Solicit support when needed from your GS peers.

Workday Expectations

The program will ebb and flow, thus adaptability to changes is key. Some days may be longer than others, and when you see an opportunity to rally the team for a fun group activity, take it. There is zero tolerance for being late to shift, no matter the events of the night before. We expect integrity and professionalism, and that you report to your shift refreshed and ready to rock.

Daily Schedule

730am	Laundry Room <ul style="list-style-type: none">• Catch up on laundry• Tidy laundry room and restock supplies as needed (fill soap bottles, etc)• Prepare cleaning tools and caddies for the day
9am	Staff Breakfast and Meeting
930am	Room cleaning (approx. 20mins per room) <ul style="list-style-type: none">• Keep guest laundry moving, or solicit help if needed to ensure prompt finish, all laundry should be back in the guest room before returning from skiing
12pm	Lunch
1230pm	Finish Rooms and Guest Laundry
1pm	Scan Staff House for Needs Assist with House Upkeep Schedule
630pm	FINISH <i>*Option to take a break in the day and push back-end time.</i> <i>*Be mindful of doing tasks that could conflict with guests first</i>

