

**Title: Lodging/Housekeeping Manager**

**(Salaried position)**

**Job Description:**

Lodging Manager oversees the Housekeeping Department and is responsible for ensuring a clean and safe environment for all guests/owners. Along with Lodging Director, the Lodging Manager helps with necessary responsibilities at Greeter Cottage to ensure a warm & inviting environment to all guests/owners/staff.

**Areas of Responsibilities:**

- \*Lead, Train and Supervise the Housekeeping/Laundry teams to follow proper safety and sanitation standards.**
- \*Scheduling of staff for all cleans in a timely manner based on check-in and check-out times.**
- \*Payroll for all housekeepers completed on time bi-weekly.**
- \*Proper communication between Housekeepers and Greeter Cottage personnel for all daily needs & tasks regarding all reservations/special request.**
- \*Purchasing of cleaning supplies and maintain proper storage/inventory.**
- \*Document and report any issues such as property damage or maintenance requests to Lodging Director and Greeter Cottage personnel.**
- \*Home inspections done twice annually, with checklist reported to Lodging Director.**
- \*Inventory of linens quarterly.**
- \*Work alongside Lodging Director with Greeter Cottage training, staffing, purchasing of retail items, maintenance, organization and storage.**
- \*Respond to all guests complaints in a timely matter, and communicate to all staff necessary for proper service recovery.**

**\*Responsible for making sure that your team's morale remains high and the work environment is a positive one, in which employees are supported throughout their employment with Bear Lake Reserve.**

**Benefits:**

**10 Days PTO; Health Insurance**

**Access to company vehicle when available for onsite use.**

**Participate in Annual Holiday Appreciation Bonus and Annual Profit Bonuses.**

**Schedule:**

**Full time and more in the main season.**

**Alternate/Rotating Shoulder Season schedule to have several weekends off.**

**All holidays other than approved rotating schedule for taking off some holidays.**

**Working one/two shifts per week at Greeters Cottage through the winter/shoulder season.**

## **BLR Linens Supervisor job description**

- Supervise and monitor the operation of washing, dry cleaning, and drying machinery, including adding chemicals and cleaning lint traps.
- Supervises daily laundry shift operations and ensures compliance with all housekeeping policies, standards and procedures.
- Ensure equipment is functioning properly and inform Housekeeping manager about any malfunctioning equipment or problems with safety mechanisms.
- Ensuring accuracy of linen inventory and laundry supplies.

\*\*\*Ultimately, you will play a crucial role in the presentation of the establishment by ensuring all textiles are well cared for and maintained\*\*\*

## **Responsibilities**

- Wash and dry linen, including but not limited to bath towels, hand towels, washcloths, sheets, pillowcases and pool towels.
- Fold and stack linen neatly on designated shelves
- Maintain a neat and organized laundry room
- Maintain adequate stock of soaps and supplies
- Use equipment according to specifications outlined in the procedural manual and report any malfunctions of equipment
- Work efficiently in order to meet daily requirements
- Any and all duties assigned verbally and/or in writing by the Assistant Lodging manager, Lodging Director/Broker in charge or General Manager are to be completed as needed

## **Job requirements**

- Solve problems proficiently
- Maintain complete knowledge and comply with company policies and procedures
- Ability to perform all Laundry Attendant- related tasks and proficiently use job-related tools and equipment
- Ability to remain calm in various situations, use sound judgment and effectively solve problems
- Ability to read and interpret documents such as safety rules and procedural manuals
- Strong written, verbal, and interpersonal skills
- Ability to prioritize and multi-task



# BEAR LAKE RESERVE

## **BLR Laundry Attendant Duties**

Attendant will be responsible for sorting items and making sure items are washed on proper machine cycle and follow procedures for treating and removing stains when required. Distribute clean neatly folded linen to room attendant's storage areas.

**\*\*Ultimately, you will play a crucial role in the presentation of the establishment by ensuring all BLR linens are well cared for and maintained\*\***

## **Responsibilities**

- Wash and dry linen, including but not limited to bath towels, hand towels, washcloths, sheets, pillowcases, and pool towels
- Sort dirty linens and place in the designated cart
- Fold and stack linen neatly on designated shelves
- Maintain a neat and organized laundry room
- Sweep and mop floors
- Remove lint from the dryer
- Work efficiently to meet daily requirements
- Any and all duties assigned verbally and/or in writing by the Assistant Lodging manager, Lodging Director/Broker in charge or General Manager are to be completed as needed

## **Job requirements**

- Solve problems proficiently
- Ability to perform all Laundry Attendant- related tasks and proficiently use job-related tools and equipment
- Ability to remain calm in various situations, use sound judgment and effectively solve problems
- Ability to read and interpret documents such as safety rules and procedural manuals
- Strong written, verbal, and interpersonal skills
- Ability to follow instructions, prioritize and multi-task

