



## **Turndown Attendant**

### **Position Overview**

First impressions are everything! As a Turndown Attendant with Fairmont Hotels & Resorts you will have the opportunity to create lasting memories for every Guest, ensuring Guest rooms are comfortable, inviting and clean. The luxury experience you create for our Guests will ensure they return time and time again. The starting pay rate for this position is \$18.05, increasing to \$19.75 after 3 months and \$22.54 after 6 months.

### **Why Work at The Fairmont Empress?**

Located on Victoria's picturesque Inner Harbour, The Fairmont Empress is a National Historic Site and a landmark destination for travelers from all over the world. Named one of 2019's Best Places to Work in Canada by Glassdoor, Fairmont Hotels & Resorts is known for its extraordinary reputation, culture and employee satisfaction, with higher than 4 star ratings on Glassdoor and Indeed employee reviews. It's no surprise that our employees are so happy, with perks like industry leading pay rates, free meals at work, incredible food, beverage and hotel discounts, recognition and reward programs, comprehensive benefits including MSP, and retirement savings plans. With employer provided training, education and mentoring, this could be your launching pad to advance your career in hospitality. Join our team of passionate and caring professionals and find out for yourself why Fairmont employees love coming to work every day!

### **Responsibilities**

- Consistently offer professional Turn Down service while being friendly and engaging.
- Clean all assigned guestrooms including: dusting, making beds, removing soiled linen from rooms, retrieval of clean linen from linen closets, vacuuming, bathroom cleaning, inside window cleaning, replenishing rooms with supplies
- Proper usage of cleaning supplies and equipment
- Update and record all cleaned rooms
- Follow departmental policies and procedures and service standards
- Report necessary maintenance items
- Assist in cleaning rooms and wrapping up morning operations as and when needed.
- Other duties as assigned

### **Qualifications**

- Proven ability to work well unsupervised at a fast pace while maintaining quality standards
- Commitment to provide excellent service and exceed guests' expectations
- High School diploma, vocational training and/or 1 year work experience
- Good working knowledge of the English language
- Previous experience in luxury hotel environment is an asset
- Must be comfortable speaking to guests
- Impeccable grooming and presentation
- Must physically be able to:

- Lift up to 50lbs
- Carry objects weighting up to 75lbs (including pushing equipment)
- stoop, kneel, reach, stand, walk, bend, twist, push, see, and hear
- Flexible, part time schedules may be considered

**To apply for this position or to learn more about Fairmont Hotels & Resorts, please visit our website at [www.fairmontcareers.com](http://www.fairmontcareers.com).**