



Housekeeping Supervisor

Situated in the center of the vibrant Halifax Waterfront and at the heart of the recently developed Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture, and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a **Housekeeping Supervisor**.

What you will be doing:

Reporting to the Executive Housekeeper, the housekeeping supervisor assists in the daily supervision of the Housekeeping Department according to **Muir's** set standards, providing support and leadership to a team of Room Attendants, Public Area Attendants, Porters, and Turndown Attendants.

The Housekeeping Supervisor helps establish and maintain cleanliness standards for the entire **Muir** property and will;

- Assist in meeting the strategic goals of the housekeeping department.
- Supervise and oversee day-to-day housekeeping operation, assuming responsibilities of Executive Housekeeper in their absence
- Coach and train all staff in the department, improving their work performance through inspections, corrections of standards, and providing direction.
- Conduct physical inspections of guest rooms, public areas, F&B outlets, and offices to ensure prescribed standards of cleanliness daily.
- Seek continuous improvements in process of operations, services, and products.
- Prepare cleaning and maintenance schedules, establishing and maintaining standards and procedures of cleanliness for the entire hotel.
- Monitor guest questionnaires and Medallia results to identify shortfalls and service issues.
- Maintain consistent quality of plants and flowers for public areas and guest rooms according to hotel's requirements.
- Coordinate closely with Maintenance for daily and yearly repair and maintenance programmes of guest rooms and public areas.
- Attend promptly to all guest complaints and requests.
- Implement opportunities for quality team building.
- Actively promote a considerate work environment which cares for guests and associates alike.
- Ensure compliance with legislated health and safety requirements within the workplace.

Shifts: Vary in their start and end time and can change due to the needs of our guests. A mixture of days, evenings, holidays, and weekend shifts.

Your experience and skills include:

- Minimum 2 years hospitality experience
- Minimum 1 year's leadership experience in hospitality
- Experience in a luxury setting is considered an asset.
- Strong command of the English language, written and verbal
- Ability to consistently stand and walk throughout shift.
- Must be legally permitted to work in Canada.
- Has the ability to be bonded/ have a criminal background check.
- Has a driver's licence valid for Nova Scotia and Canada

Your Team and working environment:

- Fast-paced new build luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal.
- A team of like-minded hospitality professionals that share a passion for service.
- Back of house experience that puts employees first.

Employee Benefits:

- Eligible for \$500 signing bonus upon completion of probationary period.
- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Flexible work schedule.
- One earned day off every two months based on attendance.
- Access to our gym and fitness facilities.
- Shoe allowance of \$100 per year.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, and Dental benefits.
- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.
- Employee centric back of house experience.

Our commitment to Diversity & Inclusion: We are an inclusive company, and our ambition is to attract, recruit, and promote diverse talent.

APPLY TODAY: For more information on the opportunities at the Muir Hotel, please visit www.muirhotel.com or send your resume to recruitment@armourgroup.com