

# FINDING WORK



## THE RAMADA WAINWRIGHT

### The Company

Ramada Inn & Suites Wainwright is a brand new hotel that opened in 2009. Located one block south of Highway 14, and 0.5 kilometer west of Highway 41 intersection, the Ramada is only minutes away from DND Wainwright.

The hotel features deluxe complimentary continental breakfast daily, mini mart, meeting room, business centre, fitness centre and guest laundry.

Guest rooms are equipped with 32" flat screen televisions, DVD players, coffee maker and complimentary wireless high speed internet access. Cribs are available.

The hotel is 100% non-smoking and has a heated indoor pool with waterslide, a hot tub and fitness centre. Handicapped accommodation is available, and pets are allowed for an additional fee. For more information on the hotel, please visit [www.ramadawainwright.com](http://www.ramadawainwright.com).

The Ramada is a proud sponsor of the Wainwright Stampede held every year in June.

### The Ideal Candidate

The ideal candidate to work at the Ramada Wainwright will have the following attributes:

- Personality is key – a charismatic personality is “gold” in hospitality
- Computer savvy
- Hardworking and reliable
- Possess excellent customer service skills
- Observes all guidelines established by Occupational Health and Safety, WHMIS, and WCB



### Bedmaker/Housekeeping Room Assistant

This entry level position is responsible for assisting housekeepers and laundry personnel with preparing the hotel rooms for guests.

#### Specific duties include:

- Provide assistance and courtesy as needed to guests and staff
- Informs manager or supervisor about all matters pertaining to the well being of the hotel and guests
- Remove garbage and recyclables from rooms, disposing garbage in proper receptacles and recyclables in proper bins
- Removes dirty linens from guest rooms
- Make beds and restock guest rooms
- Vacuum halls and stairwells daily
- Transport dirty linens to laundry room using hotel procedures
- Complete all assigned tasks to the highest standard



**Essential skills:**

- Awareness of all fire alarm and extinguisher systems and use
- Washer and dryer operation
- Ability to use vacuum, remove soiled laundry and make beds according to the highest standards
- Ability to organize and use time efficiently

**Physical activity:**

- Must be physically fit and able to carry out the responsibilities of the position
- Able to carry an average weight of 30+ lbs
- Able to stoop, kneel, lift and crouch as necessary

**Housekeeping Room Attendant**

The Room Attendant is responsible for the orderliness and cleanliness throughout all areas of the hotel including public areas, guest rooms, and storage rooms.

**Specific duties include the following:**

- Strictly observe all safety and security policies and practices that impact the welfare of self, guests, staff, and the condition of the facility
- Make beds daily and change bed linen
- Vacuum carpets, floors and upholstery
- Clean bathrooms and supply with fresh towels and toiletries
- Dust, scrub and polish as required
- Check and re-stock tea, coffee, sugar, etc.
- Ensure that televisions, radios, lights and air-conditioning equipment are working
- Fold linens and stock shelves
- Restock cart after every shift
- Maintain accountability for all paperwork and checklists performed during assigned shifts
- Ensure that any important events or maintenance issues are recorded in the appropriate log
- Perform minor maintenance tasks
- Report all hazards or needed repairs
- Clean and empty common trash containers and ashtrays

**Essential Skills**

- Ability to use mops, brooms, vacuum cleaners
- Washer and dryer operation
- Awareness of fire alarm system and use of fire extinguishers

**Physical activity:**

- Must be physically fit and able to carry out the responsibilities of the position
- Able to carry an average weight of 30+ lbs
- Able to stoop, kneel, lift and crouch as necessary

**Guest Service Supervisor**

The Guest Service Supervisor is responsible for assisting with a positive overall experience for guests by assisting with directing, guiding and organizing the Guest Service Team. The Guest Service Supervisor acts as the Manager on Duty in the absence of the General Manager.

**Specific duties include the following:**

- To guide, direct, organize and develop an engaged Guest Service team through a hands-on approach
- Supervises the Front Desk/Guest Service team by ensuring proper standards, policies and procedures are adhered to
- Orientation and training of Guest Service Representatives
- Work regularly scheduled front desk shifts
- Attend leadership and other training if required
- Provides training, coaching and guidance to Guest Services Agents and Night Auditors team members
- Assigns duties to the Guest Services team and ensure the efficiency of the operations
- Participates and monitors team member performance
- Ensures all team members are fully trained on emergency procedures and responds immediately to all emergency situations
- Assists in conducting effective Guest Service Meetings
- Be responsible for the condition and inventory of desk supplies and equipment
- Ensures that all training opportunities are communicated and enforced

**Essential equipment skills**

- Property management system
- Credit Card authorization terminal
- Switchboard
- Call accounting system
- Fire alarm system and fire extinguishers
- Guest room air conditioning and heating units

*Physical activity:*

- Must be physically fit and able to carry out the responsibilities of the position
- Able to carry an average weight of 30+ lbs
- Able to stoop, kneel, lift and crouch as necessary

**Laundry Attendant**

Maintains and oversees the operations of the laundry room. Prepares soiled linen for washing, cleaning and destaining according to standards. Responsible for distributing, shelving and restocking on carts all linens as needed.

*Specific duties include:*

- Provide assistance and courtesy as needed to guests and staff
- Strictly observe all safety and security policies and practices
- Strictly observe all guidelines established by Occupational Health and Safety, WHMIS and WCB
- Informs manager about all matters pertaining to the laundry room
- Performs all duties related to the cleaning of soiled linens, and the operation, loading and unloading of washers and dryers in a safe manner
- Keeps laundry and linen rooms neat, clean and well stocked
- Monitors inventory of stock and laundry supplies and informs manager when new stock needs to be ordered
- May be required to clean rooms and attend breakfast room

*Essential equipment skills*

- Knowledge of fire alarm system and fire extinguishers and the operation of commercial washers and dryers
- Familiarity with the guest room A/C and heating units, telephones and televisions
- Knowledge of the proper handling of chemical dispensers

*Physical activity:*

- Must be physically fit and able to carry out the responsibilities of the position
- Able to carry an average weight of 30+ lbs
- Able to stoop, kneel, lift and crouch as necessary

**Maintenance Technician**

The Technician is responsible for the overall maintenance of the Hotel including the building structure, mechanical equipment, and fixtures on the inside and outside of the building including the parking lot and landscaping.

*Specific duties include:*

- Check regularly with the manager and the Maintenance Requisition List every day
- Communicate and coordinate with the General Manager or Maintenance Manager on all major or irregular projects
- Coordinate trades people who may be required to work on equipment at the hotel
- Maintain a safe swimming environment for guests by ensuring the proper disinfection and cleanliness of the swimming pool
- Painting
- Cleaning of carpets and rugs
- Minor repairs and replacements
- Gardening and landscape maintenance
- Install and replace lighting fixtures and bulbs
- Visually inspect and test machinery and equipment
- Assist in the delivery and set-up of all new equipment
- Respond to all guest requests in a timely and personable manner
- Maintain accountability for all paperwork, checklists and transactions performed during assigned shifts
- Ensure all electronic locks on guest room and public access doors are working properly. Must be able to work swap out unit.

*Essential equipment skills*

- Pool disinfection and mechanical operation
- Fire alarm system and fire extinguishers
- Guest room televisions
- Vacuum cleaners
- Guest room A/C and heating units
- Guest room door locks

*Physically activity:*

- Must be physically fit and able to carry out the responsibilities of the position
- Able to carry an average weight of 30+ lbs
- Able to stoop, kneel, lift and crouch as necessary
- Carrying maximum weight of 100+ lbs (rarely)

**Night Auditor***Specific duties include:*

- Register arriving guests and assign rooms
- Take, cancel and change room reservations
- Process telephone calls
- Provide information on hotel facilities and services
- Provide general information about points of interest in the area
- Arrange services required for guests with special needs
- Investigate and resolve complaints and claims
- Process guests' departures, calculate charges and receive payments
- Balance cash and complete balance sheets, cash reports and related forms
- Customer service oriented
- Follow emergency and safety procedures
- Work with minimal supervision
- Perform clerical duties (i.e. faxing, photocopying)

*Essential skills*

- High School completion
- Experienced with computerized reservation system, database software, and general office equipment
- Basic accounting, bookkeeping and record keeping

**Front Desk Agent***Special duties include:*

- Register arriving guests and assign rooms
- Process group arrivals and departures
- Take, cancel and change room reservations
- Process telephone calls
- Provide information on hotel facilities and services
- Provide general information about points of interest in the area
- Provide information about services available in the community
- Arrange services required for guests with special needs
- Secure guests' valuables
- Process wake-up calls
- Investigate and resolve complaints and claims
- Process guests' departures, calculate charges and receive payments
- Balance cash and complete balance sheets, cash reports and related forms,
- Maintain occupancy statistics

- Customer service oriented
- Follow emergency and safety procedures
- Work with minimal supervision, Clerical duties (i.e. faxing, filing, photocopying),
- Keyboarding
- Perform light housekeeping

*Essential Skills*

- High School completion
- Operation of Multi-line switchboard and computerized reservation system
- Word processing software
- Spreadsheet software,
- Basic computer skills (will train),
- General office equipment

**Training**

All employees are provided with in-house and off-site courses.

**Hours of Work, Salary and Benefits**

Full time employees work an 8 hour day. Some employees may be required to work shift work, as the hotel is open 24/7, 365 days a year.

Salary is dependent upon position, qualifications and experience. After six months, employees are eligible for medical and dental insurance. The employer offers a RRSP matching program, and discounts all Wyndham hotels. Employees are also eligible for other discount programs, including use of the fitness centre. Vacations allowance is in accordance with the *Labour Standards Act*.

**How to Apply**

Recruitment is typically by drop off, newspaper advertisements and on-line job sites. Interested applicants may apply by e-mail, fax, or in person, with a resume only. References are required and will be checked. A background check may be required. Apply to:

Sophia Frey, General Manager  
1510 – 27 Street  
Wainwright, AB T9W 0A4

Tel: 780 842-5101 Fax: 780 842-5166  
E-mail: [gm@ramadawainwright.com](mailto:gm@ramadawainwright.com)