

**KANUGA CONFERENCES, INC.**  
Role Profile  
Housekeeping Resident Apprentice  
January 2016

**Overview:** The Housekeeping Department is one of Kanuga's primary representatives of hospitality and plays a critical role in the guest's initial impression and continued experience. Providing the cleanliness, comfort and condition of Kanuga's facilities is a large responsibility conducted with high standards and professional staff.

**Accountability:** The Apprentice will operate as a housekeeping Partner and reports to the Line Head and the Housekeeping Manager. The Manager will be responsible for scheduling, training, periodic feedback, coaching, and end-of-term evaluations of the Apprentice. The Resident Apprentice Program Coordinator serves as the liaison between the Apprentice and their work supervisor(s). Each Apprentice will be assigned a "Buddy" outside of their department. The Buddy partners with the Apprentice offering advice and guidance about working at Kanuga and also gives encouragement and knowledge to introduce the Apprentice to the Kanuga culture.

**Housekeeping Resident Apprentice Goals:**

- Professionalism: Offer professional service to our internal and external customers
- Teamwork: Work effectively with staff and staff teams
- Trust: Maintain high levels of trust among your team members in the housekeeping department and others
- Role Model: Be the model staff member in what you say and do
- Communication: Communicate, learn and give your best effort with enthusiasm

**Principal Responsibilities:**

- Be on time for work and stay busy with activities that aid in providing professional service
- Be in uniform when reporting for work - appearance is key
- Be pleasant and courteous when engaging others – complying with Kanuga's 5'-10' rule when encountering guests
- Demonstrate patience, tact and a welcoming spirit with our internal and external customers, even in difficult situations
- Clearly understand daily assignments and ask clarifying questions
- Work with the Line Head on supplies, tools and equipment needed to perform daily assignments
- Be observant in your areas checking to make sure everything is in working order, clean and safe
- Report maintenance needs to the Line Head and/or Housekeeping Manager. Ensure Maintenance Request forms are submitted and fulfilled, confirming with the Line Head when the issue is taken care of or still needs attention
- Do a self-check when finished cleaning your area, inform your Line Head who will do a final quality inspection
- Be attentive while in training to learn Kanuga cleaning, maid service and safety procedures and processes
- Keep work vehicle and areas clean, organized and stocked
- Collect and bring lost and found items to housekeeping, ensuring they are correctly labeled and stored

- Work flexible shifts: mornings, nights, weekends, holidays
- Work in diverse environments at a four season operation: Indoors and out, hot, cold, rain, snow
- Fulfill any reasonable request by management and/or guests to the best of your abilities, asking for assistance when needed

### Qualifications

Experience	Skills	Knowledge	Attributes
Demonstrated success in: <ul style="list-style-type: none"> <li>▪ Cleaning and maid service routines</li> <li>▪ Following direction, procedures and policies</li> <li>▪ Working with teams</li> <li>▪ Building customer satisfaction</li> </ul>	Demonstrated ability to: <ul style="list-style-type: none"> <li>▪ Work effectively with others</li> <li>▪ Work efficiently and with urgency to meet deadlines</li> <li>▪ Take direction</li> <li>▪ Learn from mistakes and improve</li> </ul>	Demonstrated understanding of: <ul style="list-style-type: none"> <li>▪ Hospitality</li> <li>▪ Hotel, Resort or similar facilities</li> <li>▪ Cleaning procedures, supplies and tools</li> <li>▪ Housekeeping experience a plus</li> </ul>	<ul style="list-style-type: none"> <li>▪ Dependability</li> <li>▪ Detail oriented</li> <li>▪ Observant</li> <li>▪ Customer focused</li> <li>▪ Model behavior</li> <li>▪ Possess a valid driver's license and acceptable driving record</li> <li>▪ Physical condition to push, pull, carry 50lbs</li> </ul>

**Measurement of Effectiveness:** The Apprentice's effectiveness is assessed by the Line Head and the Housekeeping Manager, using three measures:

1. **External Feedback** solicited from the guests to determine how well Kanuga met their expectations
2. **Internal Feedback** solicited from team members, housekeeping, and other department managers regarding the performance by the Apprentice while pursuing Kanuga's housekeeping objectives and goals
3. **Business Results to be measured annually:**
  - Extent of guest satisfaction obtained
  - Extent of service provided while being a good steward of Kanuga's resources