

Title: Villa Supervisor, Housekeeping
Reports to: Manager, Housekeeping
Location: 18 Cabot Lane, Inverness, NS, B0E 1N0
Job Type: Seasonal, Full-Time



Built by dreamers, for dreamers.

Located on over a mile of sandy beach along the coast of Cape Breton, Nova Scotia, Cabot Links is Canada's first and only authentic links golf resort. Nestled between the Atlantic Ocean and the picturesque town of Inverness, the Cabot Links course represents a dramatic departure from the typical golf excursion. The Cabot Cliffs course, designed by the decorated team of Bill Coore and Ben Crenshaw, is the newest addition to Cabot. Exquisitely carved out of the breathtaking Cape Breton landscape, with postcard-worthy panoramas vying for your attention, and every hole calling out to the sea, Cabot Links is where traditional links land golf comes to life against the spectacular Nova Scotia landscape.

With both courses ranked in the Golf Digest World Top 100 Courses, a career with Cabot Links presents the opportunity to be involved in an emerging world-class golf and leisure destination.

Cabot Links is looking to recruit a talented Villa Supervisor of Housekeeping who will assist in the daily operation of the Housekeeping department, specifically focused on our Villa accommodation. This position will work to provide the highest level of service in a knowledgeable, professional manner while striving constantly to exceed guest expectations.

Core Accountabilities:

- Consistently offer professional, friendly and engaging service
- Assign daily assignment sheet and duties to Villa Attendants and Villa Houseperson's
- Assist with villa attendant schedules to ensure proper coverage is maintain during peak occupancy levels
- Routine inspection of villas to ensure standards of cleanliness are met
- Coordinate with Public Areas Manager cleaning schedule to ensure exterior windows and patios are cleaned regularly and are up to standard
- Report necessary repair items to Maintenance department, this includes but is not limited to damaged/burned out light bulbs, dripping faucets, running toilets, etc.
- Manage guest requests including providing extra amenities or other items, and communicating requests to the relevant team members for delivery/retrieval
- Problem solve staff issues and report to Executive Housekeeper
- Inspect villa storage and inventory to ensure they are fully stocked and up to standard for safety
- Complete monthly villa inventories and submit to Executive Housekeeper
- Assist in training staff, and maintaining of cleaning checklists and daily villa inventory counts.
- Be environmentally aware

- Ensure proper use of chemicals and cleaning supplies by monitoring usage, providing complete training for team members, and ensuring proper labeling of hazardous supplies in accordance with applicable local and company regulations
- Perform housekeeping duties when required
- Document incidents/accidents and report to Executive Housekeeper
- Return all lost and found articles to the Front Desk
- Ensure timely response to guest complaints and report to Executive Housekeeper
- Follow appropriate dress code at all times
- Assist guests with information on resort amenities and directions
- Comply with proper security, fire regulation, and all health and safety policies
- Other duties as assigned by management

Qualifications:

- Housekeeping and supervisory experience
- Positive attitude and excellent organizational, communication, and interpersonal skills
- Highly responsible and reliable
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to handle multiple duties under pressure
- Ability to work flexible hours – weekends and evenings as required
- Ability to focus attention on guest needs, remaining calm and courteous at all times

Physical Demands:

- Spending long hours moving around, walking, sitting, standing, kneeling, pushing, pulling, and lifting
- Visually inspect all work areas
- Frequent lifting and carrying up to 35 lb
- Occasional ascending and descending, stairs and ramps
- Operate cleaning equipment for several hours at a time

Should this exciting opportunity interest you, please submit a cover letter and resume in confidence to:

Cabot Links
Human Resources Department
careers@cabotlinks.com