



Atria Retirement Canada
Housekeeper/Waitstaff

Position Description

Job Title: Housekeeping/Waitstaff
Department: Housekeeping
Reports To: Hospitality Manager
Employment Standards Status: Hourly

Purpose!SM

You help make Atria home for our residents by providing a safe, comfortable and inviting building. You have a complete understanding of just how important dining is to our residents – often the highlight of their day – and you strive to make them feel there's no better place to be. You anticipate needs, promptly respond to their request and keep the community in tip-top condition. You ensure that your interactions with residents are pleasant and productive, and that interruptions to their lives are brief and rare. You exceed expectations and justify Atria's reputation as an exceptional community.

Job Summary

Responsible for maintaining a clean and safe environment for residents and staff by performing cleaning duties assigned to apartments, interior and exterior common areas and amenities. Responsible for setting and clearing tables, taking residents' food and beverage orders and serving residents in a timely professional manner.

Principle Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Provide a high level of customer service for the residents.
- Work closely with others members of the staff, as well as the Executive Chef and/or Hospitality Manager to keep residents satisfied with housekeeping and dining programs.
- Communicate residents' likes and dislikes to Executive Chef for menu planning purposes and resident satisfaction.
- Perform all housekeeping duties including (but not limited to):
 - Vacuuming, dusting, and cleaning all common areas, hallways and patios, and residents' apartments
 - Cleaning windows, bathrooms, patios or decks, ceilings, walls, drapes, shelves, and light fixtures
 - Deep cleaning apartments (as needed)
 - Cleaning and defrosting refrigerators (as needed)
 - Cleaning and checking heat system filters
 - Changing beds and bath linens and ensuring there are adequate linen supplies
 - Turning mattresses
 - Emptying large trashcans and wastebaskets

Last Updated: 9/10/2014

Approved By: SVP of Culinary Service

- Perform all laundering duties and maintain clean and organized laundry and linen rooms.
- Keep cleaning equipment in sanitary conditions and ensure completion of maintenance repairs when necessary.
- Follow proper sanitation and safety procedures and report unsafe conditions or changes in health or living status promptly.
- Assist with the preparation and execution of special events, banquets, and theme meals.
- Set tables, review daily menu with residents, take meal orders, check food and beverage carts for meal requirements, and serve beverages and meals according to Atria Retirement Canada standards.
- When applicable acquaint new residents with menus, seating, and dining options and hours.
- Deliver trays to and pick up from residents' rooms, when necessary.
- Bus, clear, and wash tables and chairs, condiment containers, and equipment used in the dining room.
- Attend Pre-Meal stand up held for all dining and kitchen staff.
- May perform other duties as assigned.

- Minimum Qualifications**
- Basic reading, writing, and mathematical skills.
 - Communicate effectively in English with employees and residents.
 - Strong organization and time management skills.

- Required Behavior**
- Able to demonstrate teamwork and build strong relationships with employees, coworkers and residents.
 - Focused and dedicated to provide excellent customer service.
 - Able to handle multiple jobs and priorities.
 - Must abide by company uniform policy.
 - Must demonstrate high standards of ethics and personal accountability.
 - Able to resolve problems of dissatisfied customers and/or employees.

Physical Demands

In terms of an 8 hour workday (check daily requirement for each activity):

A. Sit	Number of Hours	1 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>
B. Stand	Number of Hours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>
C. Walk	Number of Hours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>
D. Drive	Number of Hours	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>

In terms of an 8 hour workday (select the category that applies to each activity):

On the job employees must:	Not at all	Occasionally (1/4 - 2.5 hrs)	Frequently (2.5 - 5.5 hrs)	Continuously (5.5 - 8 hrs)
Bend/Stoop	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach above Shoulder Level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Maximum weight requirement for lifting and carrying: 25 pounds

Amount of Time	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.

Atria Retirement Canada reserves the right to revise the duties set forth in this job description at its discretion. By signing below, I acknowledge that I have received this job description. My signature further acknowledges that I have reviewed this job description and understand that I have the individual and joint responsibility to fulfill all of the essential duties listed on a consistent and ongoing basis.

I have read and reviewed this job description and agree to abide by it during my employment.

Employee Signature

Date

Supervisor Signature

Date