



**P/T  
Concierge**

**Financial Returns**

- Collect and provide comprehensive information and coordinate guest requests including but not limited to hotel services, sporting events, places of interest, restaurants, theater, airline, transportation tickets, limousine rentals, sightseeing tours and any other information of interest. Handle reservations and obtain/issue tickets where applicable.

**People**

- Promote team work and quality service through daily communications and coordination with other departments. Be aware and prepare for all in-house group meetings and VIP arrivals.

**Guest Experience**

- Provide guest assistance with florists, couriers, mail services, rental of small business machines, international calls, etc.
- Respond appropriately to guest concerns or complaints in a timely manner. Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up.

**Responsible Business**

- Maintain a neat and orderly concierge desk and area that reflects highly on the hotel and brand.
- Perform other duties as assigned such as assisting the bell stand, providing luggage, and assistance, etc.

**What we need from you**

- High School diploma or equivalent plus one year experience as a concierge or related discipline, or equivalent combination of education and experience. Some College and knowledge of locale preferred. Must speak fluent English. Other languages preferred.

This job requires ability to perform the following:

- Carrying or lifting items weighing up to 25 pounds
- Handling objects such as phone, computer keyboard

**Other:**

- Communication skills are utilized a significant amount of time when interacting with guests and third parties.
- Reading and writing abilities are utilized often when completing departmental records/logs, tagging bags, etc.
- May be required to work nights, weekends, and/or holidays.

<b>P/T Room Attendant</b>	<p><b>Financial Returns</b></p> <ul style="list-style-type: none"> <li>• Notify supervisor when service is complete so rooms may be sold or occupied. Report any room unable to be serviced to supervisor according to established procedures.</li> <li>• Report to supervisor needed repairs or unsafe conditions.</li> <li>• Monitor and control supplies and amenities, and minimize waste within all areas of housekeeping.</li> </ul> <p><b>PEOPLE</b></p> <ul style="list-style-type: none"> <li>• Promote teamwork and quality service through daily communication and coordination with other departments.</li> </ul> <p><b>Guest Experience</b></p> <ul style="list-style-type: none"> <li>• Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction.</li> <li>• Report, turn in, and/or log all lost and found items according to established procedures.</li> </ul> <p><b>Responsible Business</b></p> <ul style="list-style-type: none"> <li>• Clean and service assigned rooms or areas according to established standards and procedures including making beds, dusting, vacuuming, cleaning and sanitizing bathrooms, removing trash, etc. May include cleaning of kitchen area, room refrigerator, coffee maker, cups, glasses, silverware, etc.</li> <li>• May regularly assist with deep cleaning projects.</li> <li>• May assist with other duties as assigned.</li> <li>• May have turndown duties.</li> </ul>
<b>P/T House Person</b>	<ul style="list-style-type: none"> <li>• Assist room attendants with heavy items such as mattresses and linens. Deliver linens and other supplies to room attendants.</li> <li>• Remove all dirty linen from assigned Room Attendants' carts and closets and transport to laundry. Remove garbage and recycling items from carts and dispose accordingly.</li> <li>• Clean and prepare all room attendant carts and closets for next day.</li> <li>• Assist with sending of soiled linen for cleaning. Log bin weights in the book. Receive fresh linen from Laundry company and distribute evenly to all room attendants.</li> <li>• Maintain cleanliness and organization of floor closets and vending areas; remove trash, wipe down shelves/counters; sweep and mop floor, remove non-floor closet items and store in appropriate areas.</li> <li>• Respond to guests' requests such as delivery of housekeeping supplies (e.g. linens, cots, etc.) in a timely and efficient manner.</li> <li>• Clean other designated areas such as public restrooms, fixtures, vending areas, storage areas, hotel exterior, stairwells, and other public areas for assigned floors.</li> <li>• Vacuum and maintain cleanliness on all guest floors.</li> <li>• Collect and wash all coffee mugs and glasses in the Kitchen. Return back on floors when ready.</li> <li>• Report to supervisor needed repairs or unsafe conditions.</li> <li>• Respond to guest complaints and ensure corrective action is taken to achieve complete guest satisfaction.</li> <li>• Monitor and control supplies and amenities, and minimize waste within all areas of housekeeping.</li> <li>• Promote teamwork and quality service through daily communication and coordination with other departments.</li> <li>• May regularly assist with deep cleaning projects.</li> <li>• May assist with lobby/laundry duties as needed, as well as with guest room cleaning as needed.</li> <li>• Refer to attached additional job responsibilities and Health &amp; Safety duties and responsibilities</li> <li>• Assist with other duties as assigned.</li> </ul>
<b>P/T Bell Person (Valet)</b>	<ul style="list-style-type: none"> <li>• Park guest vehicles in the guest parking area.</li> <li>• Transport luggage to and from guest rooms in a prompt and safe manner.</li> <li>• Open doors for guests arriving and departing the hotel.</li> <li>• May attend to guest needs overnight as it pertains to Food &amp; Beverage and guest room pick up and deliveries and request during the overnight shift.</li> </ul> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Welcome all arriving guests; assist guests with front door and unloading luggage from vehicles. Alert management of any suspicious activities or characters.</li> </ul> <p>Summon taxis, shuttle drivers, or valet parking attendants upon guest request; control traffic flow at hotel entrance.</p> <ul style="list-style-type: none"> <li>• Assist departing guests with all luggage and transportation needs; invite departing guests back to the hotel and thank them for visiting.</li> <li>• Respond to all guest requests for shuttle service in a prompt and courteous manner; assist guests</li> </ul>

	<p>with luggage while boarding and off-loading the vehicle.</p> <ul style="list-style-type: none"> <li>• Operate vehicle in accordance with provincial laws; observe all airport rules pertaining to shuttle vehicles.</li> <li>• Assist incoming and outgoing guests with transporting luggage to and from guest rooms. May secure, tag, and store luggage at guest's request.</li> <li>• Explain and promote hotel facilities, outlets, and services to guest, and provide information to guests regarding local attractions and activities.</li> <li>• Perform inspection of vehicles when parking them. Take necessary action to record deficiencies or unsafe conditions.</li> <li>• Respond appropriately to guest complaints. Inform supervisor of major problems, complaints, disturbances or dissatisfied guests.</li> <li>• Promote team work and quality service through daily communications and coordination with other departments.</li> <li>• May regularly inspect and clear hotel entrance and surrounding areas of litter and debris.</li> <li>• Attend to the overnight requests from guests, this includes minimal food &amp; beverage preparation and delivery.</li> <li>• Perform other duties as assigned which may include but is not limited to accepting dry cleaning from guest and secure for pick up, by dry-cleaning company; delivering clean laundry or guest mail/messages, or sundry items to guest rooms, and responding to other special requests.</li> </ul>
<p><b>FT-Front Desk Agent (12 month contract)</b></p>	<ul style="list-style-type: none"> <li>• Check-in/check-out hotel guests in a timely and professional manner; process all payments according to established procedures.</li> <li>• Accurately process all cash and credit card transactions in accordance with established procedures including but not limited to posting all charges, completing cashier and other reports, preparing deposit, and counting/securing assigned bank.</li> <li>• Issue, control and release guest safe-deposit boxes.</li> <li>• Up-sell rooms where possible to maximize hotel revenue.</li> <li>• Answer phones in a prompt and courteous manner</li> <li>• Welcome guests in a friendly, prompt and professional manner. Register guests, issue room keys, provide information on hotel services and room location. Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up.</li> <li>• Respond appropriately to guest complaints.</li> <li>• Make appropriate service recovery gestures in order to ensure total guest satisfaction.</li> <li>• May routinely book guest reservations for individuals and/or groups that are requested either by phone or from within the hotel; process cancellations, revisions, and information updates on changes.</li> </ul> <p>Promote team work and quality service through daily communications and coordination with other departments. Perform other duties as assigned including guest room tours, concierge services, special guest requests, etc.</p> <ul style="list-style-type: none"> <li>• This position will mainly be responsible for mid-shift, evenings, weekends and overnights.</li> </ul>
<p><b>P/T Cook III</b></p>	<ul style="list-style-type: none"> <li>• Make each meal a feast for the eyes and treat for the taste buds. With your own signature flare, you'll turn our high standards into memorable meals for every guest</li> <li>• Own your kitchen – keep on top of supplies and equipment, and minimize waste</li> <li>• Tell your supervisor or duty manager about any unsafe equipment, low supplies or safety incidents</li> <li>• Help create a safe space by following our safety procedures and wearing necessary protective equipment</li> <li>• Prepare salads, sandwiches, cold food entrees and other prepared foods according to portion and quality standards specified in recipes; control food usage to minimize waste.</li> <li>• Be cleaner than clean – meet or exceed local cleanliness and hygiene laws</li> <li>• Help with washing up and other kitchen duties when needed</li> <li>• Give guests a better experience by helping with any queries or advice</li> <li>• Wear your uniform with pride</li> <li>• Take on other ad-hoc duties when the whole team needs to pull together</li> <li>• May maintain supplies and equipment (trays, china, silver and condiments) for service at the station areas.</li> <li>• Advise supervisor of low inventory items and problems related to equipment, food quality, portions, etc.</li> <li>• Assist cooks and may assist stewards during peak activity periods.</li> </ul>

<b>P/T Steward</b>	<ul style="list-style-type: none"> <li>• Set up work station as required to include filling dish machine, checking chemical levels, presoaking, and gathering required set-up equipment for appropriate work stations. Replenish as needed for all shifts. Rinse/scrape all dishes. Operate dishwashing machine to manufacturer specifications and instructions. Place clean dishes in assigned storage location.</li> <li>• Clean designated equipment, such as hoods, filters, steam tables, bus tables, carts, ovens and grills, sinks, refrigerator/freezers, service areas, walls, floors, kitchen cafeteria dump site/compactor area as assigned. Use and dispose of kitchen substances (such as grease) and kitchen chemicals properly.</li> <li>• Check the working condition of equipment and machinery in accordance with specifications. Inform supervisor of hazardous situations, emergencies or threats to the security of guests, employees or hotel assets.</li> <li>• Empty and clean trash cans when they become full; transport garbage containers from kitchen and work areas to dump sites; adhere to recycling regulations.</li> <li>• Set up and monitor the pot sink according to procedures.</li> <li>• Sweep and mop kitchen floor at the end of each meal period and after each spill.</li> <li>• Monitor chemicals and water temperature during shift. Clean and organize associated work area and kitchen equipment according to procedures to maximize efficiency.</li> <li>• Promote teamwork and quality service through daily communication and coordination with other departments. Key departmental contacts include Catering, Banquets, Outlets, and Maintenance.</li> <li>• May assist with other duties as assigned.</li> </ul>
<b>P/T Bartender</b>	<ul style="list-style-type: none"> <li>• Creating a warm and welcome to everyone and setting the tone for guest's experience</li> <li>• Prepare and serve drinks to high standards, and highlight promotions to guests</li> <li>• Work with your restaurant colleagues to offer a seamless food service</li> <li>• Set up your bar – stock up on all the supplies you'll need, manage your inventory and make sure all your equipment works <ul style="list-style-type: none"> <li>• Change beer barrels</li> <li>• Look after your bar – keep it clean and tidy and make sure the alcohol is always secure</li> <li>• Handle cash and credit transactions</li> <li>• Look smart – wear your uniform with pride</li> <li>• Be ready to jump into other ad-hoc duties when your colleagues need your help</li> <li>• Always follow safety procedures</li> </ul> </li> </ul>

Please visit [www.careers.ihg.com](http://www.careers.ihg.com) to apply

AODA and Accommodation IHG is an equal opportunity employer we welcome all applicants. If you have a disability that requires Accommodation during the recruitment process, please contact Human Resources at 416-324-5858 so The proper accommodations can be arranged. If you are hired, please be advised that The InterContinental Toronto Yorkville has an accommodation process in place should you require accommodation due to a disability or medical illness.

Current Job Opportunities at InterContinental Toronto Yorkville:  
Current as of July 25<sup>th</sup>, 2019