



Employment Description:

Housekeeper/Laundry Attendant

Resort Information:

Superior Shores Resort & Conference Center is the largest resort on the North Shore by “room count” and sister to the largest resort on the North Shore by “pillow count”; Lutsen Resort. Superior Shores also has the privilege of being the only Resort with a true Event Center. The highlight of our property is our thousands of feet of shoreline that our name pays tribute too. Our location is truly the gateway to the North Shore being the first resort after Two Harbors on Scenic Highway 61. Our resort offers lodging in 3 different properties overlooking two different bays and a cove. We offer a large onsite restaurant, multiple pools and fitness facilities and an array of amenities and offerings. Winter is spent hosting snowmobilers and avid users of our Infinity Ice Skating Rink that spans 180 feet, summer is spent exploring our 2,000 foot pebble beach. We truly have an amazing property and take pride in offering the best possible guest experience!

Position Mission: To excel in an environment where the guest comes first and all aspects of the job are done in a professional manner with the focus on providing impeccable cleanliness standards throughout the resort adding to a 5 star guest experience at all times.

Position Duties & Responsibilities:

- Preparing rooms & suites for guest arrival
- Daily turn-down service for in house guests
- Attending to guest rooms & suites after departure
- Quality laundering of all linens
- Preparing all linens for “in room ready” status (perfectly folded and pressed)
- Attending to overall cleanliness of the entire resort (common areas and grounds)

Reporting Structure:

- This position reports directly to the Director of Housekeeping and management designees of the Housekeeping Department

Required Skills and Attributes:

The successful candidate will show traits of a strong work ethic and have a sincere interest in the hospitality industry, and most importantly, have a desire to be in this industry to create great guest experiences.

Required attributes of a successful hospitality employee:

- Enthusiastic personality
- Friendly voice
- Contagious smile
- Informative
- Well groomed & excellent hygiene
- Professional
- Excellent communication skills
- Empathetic & understanding
- Excellent problem solving