Houseperson

Fairmont Empress Hotel

Job ID
51945

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LOCATION	DATE POSTED	EXPIRY DATE
721 Government Street, Victoria,, BC | British Columbia	06-11-2026	05-05-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $26.53	1 year to less than 2 years	No degree, certificate or diploma

Job Details

Business Name: Fairmont Empress Hotel

Title: Houseperson

Number of Available Positions: 3

Terms of Employment: Seasonal, Full-Time (30-40 h/w)

Wage: $26.53

Benefits: One meal per working day in the staff cafeteria, dry cleaning for your uniform (some exceptions apply) and 50% discount in our food & beverage outlets (exceptions may apply), and will be provided accommodation based on double occupancy during your contract period. You will be responsible for paying any personal income tax arising from these benefits.

Relocation: Transportation costs covered by the employer

Language of Work: English

Work Location: Victoria, BC

This is a unionized position with access to union pay and benefits.

Company Profile:

Recognized as the #1 Best Canadian Hotel in Travel + Leisure's in 2026 and 20036 World's Best Awards, Fairmont Empress is located in Victoria, BC, overlooking the city's sparkling Inner Harbour. A Forbes recommended and MICHELIN key hotel that offers 431 beautifully appointed guest rooms and suites, Fairmont Spa with signature West Coast experiences, and Q at the Empress featuring Pacific Northwest cuisine, an award-winning wine list, and regionally focused cocktail culture. World-famous Tea at the Empress is served in the Lobby Lounge with stunning harbour views.

The magnificent property completed a $60+ million restoration in 2017 that celebrated its proud history while moving the hotel into a new era of modern luxury and transforming the iconic property into a must-visit destination. In 2023, the property introduced a revamped Fairmont Gold Experience, including a major renovation to the Fairmont Gold floor. 88 Fairmont Gold rooms and a newly renovated lounge are ready to accommodate guests. Located on Vancouver Island, Canada's Castle on the Coast is the ideal starting point to explore British Columbia's stunning natural and expansive beauty. Historic Hotels Worldwide recognizes the property's prestigious grounds as the Top 25 Most Magnificent Gardens in the World

We are looking for a reliable Houseperson to join our housekeeping team at Fairmont. You will support the housekeeping department in maintaining a clean, organized, and welcoming environment for our guests, contributing to an exceptional overall guest experience.

Job Description

Job Duties and Responsibilities:

- Distribute fresh linens, towels, and guest amenities to guestrooms and service areas.
- Perform minor repairs and maintenance tasks, including replacing light bulbs and fixing small fixtures.
- Maintain cleanliness in all public and staff areas according to departmental standards.
- Execute additional tasks as delegated by management.
- Sweep, mop, wash, wax, and polish floors to ensure a safe and presentable environment.
- Dust and clean furniture, vacuum carpets, area rugs, drapes, and upholstered furnishings.
- Prepare beds, replace sheets, and replenish towels and toiletries.
- Respond promptly to guest requests for extra supplies or amenities.
- Replenish linen closets and supply storage areas to maintain adequate inventory.
- Clean, sanitize, and polish kitchen and bathroom fixtures and appliances.
- Disinfect and maintain public areas, including changing rooms, showers, and elevators.
- Collect debris and empty trash receptacles throughout the property.
- Clean windows, walls, and ceilings.
- Handle lost and found items by reporting, recording, and storing them appropriately.
- Provide basic information about hotel facilities to guests.
- Assist in resolving guest complaints in a courteous and professional manner.

Employment requirements:

- Prior experience in a Houseperson or similar role involving physical tasks and direct guest interaction.
- Fluent in both spoken and written English to ensure clear and effective communication with guests and colleagues.
- Proven ability to work independently in a fast-paced setting while maintaining high standards of quality and efficiency.
- Previous experience in customer service is a plus and will be highly regarded.
- A strong commitment to delivering exceptional service and consistently exceeding guest expectations.
- Energetic and capable of performing effectively in high-demand situations.
- Maintains a neat, well-groomed appearance and takes pride in personal presentation.
- Comfortable engaging with guests in a courteous, helpful, and professional manner.
- Able to lift up to 50 lbs and carry items up to 75 lbs, including equipment and supplies.
- Physically able to bend, kneel, stoop, reach, twist, push, stand, and walk frequently throughout the shift.
- Comfortable performing repetitive tasks while standing or walking for extended periods.

Your Skills:

- Strong attention to detail and commitment to high standards.
- Friendly, guest-focused attitude with excellent interpersonal skills.
- Reliable, punctual, and able to work independently.
- Effective team player with good communication skills.
- Flexible and adaptable to changing tasks and priorities.
- Proactive, with strong problem-solving and initiative.
- Well-organized and able to manage multiple duties efficiently.
- Professional, with integrity and a positive attitude.

Contact information/how to apply:
Email resume to: fairmontjobs2026@outlook.com

As an equal opportunity employer, we encourage applications from all qualified individuals and specifically applicants from traditionally underrepresented groups – including Indigenous persons, vulnerable youth, newcomers, and persons with disabilities – who may contribute to the continued diversification of our organization.

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