Room Attendant

Fairmont Empress Hotel

Job ID
51947

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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	Secondary (high) school graduation certificate

Job Details

Business Name: Fairmont Empress Hotel
Title: Room Attendant
Number of Available Positions: 8
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 2025 and 2026 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 and dedicated Room Attendant to join us. As part of our team, you will help maintain a clean and welcoming environment by performing general housekeeping duties and ensuring spaces meet our high standards of cleanliness. You will also contribute to creating a positive and comfortable experience for our guests.

Job Description

Job Duties and Responsibilities:
• Maintain cleanliness and order in guest rooms, including sweeping, mopping, dusting, making beds, changing linens, cleaning bathrooms, and washing interior windows.
• Replenish guest rooms with necessary supplies, such as towels, toiletries, and other amenities, ensuring all items meet hotel standards.
• Respond promptly and courteously to guest requests for additional items or assistance.
• Handle cleaning supplies and equipment safely and efficiently, following proper procedures.
• Remove soiled linens and retrieve fresh stock from linen closets, keeping supply areas organized and fully stocked.
• Provide guests with basic information about hotel facilities and services when requested.
• Report maintenance issues, safety hazards, or any irregularities to the appropriate department.
• Maintain accurate records of rooms cleaned and serviced.
• Adhere to all departmental policies, procedures, and Fairmont service standards.
• Perform additional duties as assigned by supervisors or management to support the team and ensure seamless guest experience.

Employment requirements:
• Completion of secondary school or equivalent education.
• Minimum 1- year work experience in luxury hotel environment or a combination of vocational training and experience.
• Proficient in English to interact effectively with guests and team members.
• Professional appearance and grooming, reflecting the high standards of Fairmont Empress.
• Physically fit to perform housekeeping tasks, including the ability to lift up to 50 lbs, carry or push items weighing up to 75 lbs, and perform activities such as bending, stooping, kneeling, reaching, standing, walking, twisting, and pushing for extended periods.

Your Skills:
• Attention to detail and cleanliness.
• Reliability and punctuality.
• Teamwork and collaboration.
• Possessing standard guest/customer service skills.
• High level of responsibility and commitment.
• Flexibility and adaptability.
• Guest-focused attitude.

Contact information/how to apply:
Email resume to: fairmontrecruit@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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