

# The BRUCE Hotel

**Position Title:** Director of Rooms

**Department:** Rooms Division

**Location:** The Bruce Hotel, Stratford, ON

**Reports To:** Owner and President

**Direct Reports:** Front Desk Manager, Housekeeping Manager, Concierge

**Salary Range:** \$70,000 – \$80,000

**Benefits:** Health Spending Account

## Position Overview

The Director of Rooms at The Bruce Hotel is a senior leadership role responsible for overseeing all aspects of the Rooms Division, including Front Desk, Housekeeping, Guest Services, and Concierge operations. This position is central to ensuring that every guest experiences refined, heartfelt service aligned with The Bruce's standards of boutique luxury and AAA Five Diamond service excellence.

As a strategic and hands-on leader, the Director of Rooms builds, develops, and empowers high-performing teams, ensuring a seamless and elevated guest journey from arrival to departure. The ideal candidate will bring a strong background in luxury hotel operations, a passion for coaching and training, and a commitment to detail, professionalism, and excellence.

## Key Responsibilities

### Operational Leadership

- Lead daily operations of all Rooms Division departments with a focus on consistency, service excellence, and operational efficiency.
- Collaborate with department heads to ensure all guest-facing services deliver personalized experiences that exceed expectations.
- Develop, implement, and regularly refine Standard Operating Procedures (SOPs) for the Rooms Division in line with Forbes standards.
- Drive continuous improvement through operational audits, walkthroughs, and cross-department collaboration.

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## **Team Leadership & Development**

- Mentor, guide, and support department leaders through regular coaching, development planning, and performance reviews.
- Foster a culture of collaboration, engagement, and excellence across the Rooms Division.
- Lead and sustain a robust training culture, including onboarding, service refreshers, and team-building initiatives.

## **Guest Experience & Service Excellence**

- Monitor guest satisfaction through surveys, reviews, and direct feedback; lead service recovery with urgency and professionalism.
- Champion a proactive hospitality culture by anticipating guest needs and ensuring thoughtful service delivery.
- Collaborate with the Service Standards and Guest Experience teams to refine and uphold The Bruce Hotel's luxury service promise.

## **Financial & Strategic Management**

- Develop and manage the Rooms Division's operating budget, identifying opportunities for efficiency while maintaining service quality.
- Collaborate with the Revenue and Sales teams to optimize room inventory, maximize occupancy, and drive profitability.
- Contribute to strategic planning to support long-term operational goals and guest satisfaction targets.

## **Compliance & Property Stewardship**

- Ensure all Rooms Division operations meet or exceed health, safety, and regulatory standards.
- Maintain the security, cleanliness, and physical condition of all guest-facing spaces.
- Uphold privacy and confidentiality standards in guest interactions and data handling.

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## **Qualifications**

- 6+ years of progressive leadership experience in luxury hotel operations, ideally in an independent or boutique setting.
  - Proven ability to implement and The Bruce Hotel service standards.
  - Demonstrated success in leading and motivating diverse, service-forward teams.
  - Strong operational acumen, budget management experience, and attention to detail.
  - Excellent interpersonal, communication, and conflict-resolution skills.
  - A passion for genuine hospitality, emotional intelligence, and continuous improvement.
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## **Why Join The Bruce Hotel?**

As a leader in Stratford's hospitality scene, The Bruce Hotel offers an unparalleled environment for passionate hoteliers who seek to define boutique luxury. Join a team that values people, culture, and artistry in service—and help shape unforgettable guest experiences in a setting of refined elegance.

Please contact Human Resources at [HR@thebruce.ca](mailto:HR@thebruce.ca) and provide your cover letter and resume.