



HOTELS &
APARTMENTS

Room Attendant Position Description



M SUITES

PURPOSE

Consistently, through a disciplined approach, focus on the upkeep of Majestic Hotel's products, incorporating continuous improvement and delivery of the highest quality to ensure true and lasting customer loyalty.

POSITION OBJECTIVES

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognising when attention is needed in other areas and attending to them with the appropriate level of priority
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty

KEY RESPONSIBILITIES Through a consistent focus, complete routine daily tasks as scheduled at each property, including but not limited to:

Routine Daily Tasks

- Thorough cleaning of guest rooms including;
 - Vacuuming and sweeping carpets and floors
 - Mopping floors as needed
 - Dusting, brushing, polishing and vacuuming furniture
 - Dusting and cleaning room decorations, appliances and structural surfaces (e.g. wall fixtures, window sills, vents)
 - Changing linen and making beds
 - Cleaning showers, tubs, sinks , bathroom items and kitchens
 - Removing used guest amenities and rubbish
 - Replenishing guest amenities and supplies
 - Thorough cleanliness of guest balconies and outdoor courtyards
 - Preparing rooms for guest arrival and responding to special guest requests, such as sofa beds and cots
 - Inspect room linen and towels before placing in rooms
 - Maintain storage areas and keep work trolley orderly and stocked at all times
 - Record room status and cleaning times on work assignment sheets
 - Respond to all guest requests appropriately and remain alert, courteous, and helpful to guests at all times
 - Check all cleaning equipment prior to and after use to ensure it is in good working order and complete required maintenance report if necessary
 - Inspect rooms for safety hazards and operating condition of in room appliances and report them to maintenance if necessary
 - Follow all Loss Prevention procedures in relation to guest property

SKILLS**Required****EXPERIENCE****QUALIFICATIONS****KNOWLEDGE**

- Effective communication skills incorporating a collaborative approach
- High level of accuracy and attention to detail
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met within a collaborative empowered environment
- An attitude of professionalism at all times
- Consistent approach to self-development
- Experience of working in a high pressure environment to get the task done
- High level of personal presentation
- Current driver's license
- Good physical fitness
- Ability to be able to work a rotating roster including weekends and public holidays
- Committed approach to continuous improvement in all areas of responsibility
- A general knowledge and understanding of basic WH&S requirements and a focus on workplace safety
- A shared passion and responsibility towards our groups vision and values

Highly desirable

- Proven experience in a similar role within a 4 and 5 star environment

VALUES**Required**

- Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -
 - Passion for our brand, products, staff, guests and industry
 - Professionalism at all times
 - Commitment to quality customer service standards and values
 - Respect and value of each and every team member across our group
 - High level of communication skills characterised by patience, clarity and empathy at a personal and telephone level
 - Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
 - High level of interpersonal skills
 - An attitude to work within Workplace Health and Safety requirements

**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Executive Housekeeper and further the Hotel Manager
- Working as required with:
 - Team Leader
 - Senior Room Attendants
 - Room Attendants
 - Front Office Manager
 - Duty Managers
 - Guest Service Agents
 - Grounds Person
 - Site Maintenance Personnel
 - Group Maintenance Personnel

VISION STATEMENT

“our purpose as a company”

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

VALUE STATEMENT

“what we stand for as a company”

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!

I have read and understood the requirements of the role as outlined in this position description.

Employee Name

Employee Signature

Date