



SOUTH AUSTRALIA

# Executive Housekeeper Position Description



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APARTMENTS  
PORT AUGUSTA

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**PURPOSE**

Consistently, through directive leadership and a disciplined approach, achieve the successful operation of the department in all areas of cleaning, staff training and development and product maintenance, to ensure true and lasting customer and staff loyalty.

**POSITION OBJECTIVES**

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **LEADERSHIP** – Through directive leadership maintain a culture of empowerment and accountability within the team to ensure the company vision and values are achieved
- **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
- **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
- **APPROACH TO CONTINUOUS IMPROVEMENT** – Through constant monitoring of product and service levels
- **TRAINING & DEVELOPMENT** – Consistent approach to support, train and develop staff
- **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

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## KEY RESPONSIBILITIES

### **Routine Daily Tasks**

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

- Monitor cleanliness of guest rooms, common areas and storage areas through daily inspection reports
- Accountability to monitor and analysis of housekeeping department wage report
- Monitor housekeeping maximum cleaning times
- Maintain and audit all stock and linen on a monthly basis (including discard items) within the Housekeeping Department
- Administration of Housekeeping staff roster within service, occupancy and budget, with a focus on achieving budget
- Follow all Loss Prevention procedures regarding guest property
- Report all maintenance issues
- Conduct performance appraisals on all housekeeping employees
- Monitor and ensure team comply with safe operating practices and WH&S policies
- Comply with the recruitment and training process
- Conduct team and department head meetings as required
- Ensure training and development of Supervisors and all staff
- Completion of all required administration tasks including worksheets, tasks lists, room status, access key log and timesheets

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**SKILLS****Required****EXPERIENCE**

- Strong leadership qualities

**QUALIFICATIONS****KNOWLEDGE**

- Effective communication skills incorporating a collaborative approach
- High level of accuracy and attention to detail when delivering products and services
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met within a collaborative empowered environment
- Flexibility to work the required shifts and the ability to step in and assist where necessary
- An attitude of professionalism at all times
- Consistent approach to self-development and ability to address and implement continual improvement within the team
- Experience of working in a high pressure environment whilst maintaining high level of service
- High level of personal presentation
- Current driver's license
- Committed approach to continuous improvement in all areas of responsibility
- A shared passion and responsibility towards our groups vision and values

**Highly desirable**

- Experience in a similar role within a 4 and 5 star environment
- Senior First Aid Certificate

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**ORGANISATIONAL  
RELATIONSHIPS**

- Report directly to the Manager
- Accountable for:
  - Supervisors
  - Room Attendants
- Working as required with:
  - Site Maintenance Personnel
  - Group Maintenance Personnel
  - Front Office Manager
  - Guest Service Agents

**VALUES**

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

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## **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!**

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

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Employee Name

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Employee Signature

\_\_\_\_\_  
Date