



SOUTH AUSTRALIA

Assistant Executive Housekeeper Position Description



ROOF GARDEN
HOTEL
ADELAIDE CITY

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 recognizing 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

KEY RESPONSIBILITIES

ROUTINE DAILY TASKS

Through a consistent focus, assist the Executive Housekeeper with routine daily tasks as scheduled, including but not limited to:

- Perform duties of a Room Attendant as required (approx. 25% of role)
- Assist with monitoring cleanliness of guest rooms, common areas and storage areas through regular inspection reports
- Monitor housekeeping productivity through managing average cleaning times
- Assist with ordering stock, mini bar and linen in accordance with par levels and budget to achieve CPOR
- Assist with producing and maintaining the roster within service, occupancy and budget with a focus on achieving budget
- Follow all Loss Prevention procedures regarding guest property
- Report all maintenance issues
- Monitor and ensure team comply with safe operating practices and WH&S policies
- Assist and comply with the recruitment and training process
- Assist with the training and development of all staff
- In absence of the Executive Housekeeper attend to administration tasks including worksheets, tasks lists, room status, access key log, staffing levels in line with business demands and timesheets
- Assist with performance appraisals

SKILLS / EXPERIENCE / QUALIFICATIONS / KNOWLEDGE

REQUIRED

- Previous experience in a leadership role
- Strong leadership qualities
- 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

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

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:
 - Housekeeping Supervisor's
 - Room Attendants
 - Rooms Division Manager
 - Duty Managers
 - Guest Service Agents
 - 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