



SOUTH AUSTRALIA

Laundry Attendant Position Description



OASIS
APARTMENTS
PORT AUGUSTA

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

Routine Daily Tasks

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

WASHING

- Separate linen into groups; (these items can be washed together on set program)
 1. sheets, pillowcases, quilt covers
 2. towels, matt protectors, face washers, bathmats, tea towels
 3. Doonas x2 in a machine
 4. Electric Blankets, Brown Blankets 3-4 in a machine
 5. Rags
- Machine to be loaded to full capacity on EVERY Wash (i.e. can just push arm through to the back of the machine)
- Select the appropriate program for the Group (see instructions on machine) and matching detergent program.
- Any Stained Linen goes under bench ready to soak in ReWash.
- Rewash - 2 cups (500ml) stain away into Black Tub then add water

FOLDING

- All sheets, fold in half and then again in tub then attach to sheet holder (Check No Stains) grab sheet in middle take off holder then put over Arm on Holder and finish folding.
- Pillow cases to be pressed with ELNA Press and folded.
- Fold linen onto benchtop.
- White Tub to be used to transport fresh supply of linen to Bay 2.

DRYER

- 9 Sheets maximum and pillowcases or ½ Machine fill of Towels
- Select correct drying program either P1.Bathroom or P2.Bedroom

CLEANING

- At the End of Every Shift open the bottoms of dryers to clean out lint from the filter using the broom located on top of machines.
- Sweep Floor and Mop at least every 3rd day (and as required)
- Floor to be 'commercially' cleaned with tile machine every 3 months.
- Maintain storage areas and keep work trolley orderly and stocked at all times.
- Check all equipment prior to and after use to ensure it is in good working order and complete required maintenance report if necessary

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
- Good physical fitness
- Current driver's license
- 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/Housekeeping Supervisor and further the Hotel Manager
- Working as required with:
 - Room Attendants
 - Front Office Manager
 - Senior Guest Service Agent
 - 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