



Night Houseperson Position Description





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004
Multi Award Winning in 2009
55 Frome Street, Adelaide
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011
9 Jerningham Street, North Adelaide
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998
82 Tynte Street, North Adelaide
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008
Melbourne Street, North Adelaide
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003
Marryatt Street (foreshore) Port Augusta SA
75 apartments



PURPOSE

Consistently, through a disciplined approach, focus on providing exceptional and professional customer service to our valued customers and to achieve the company vision of delivering the highest quality of service to ensure true and lasting customer loyalty.

POSITION OBJECTIVES

- **COMMITMENT AND CONSISTENCY** – To provide quality customer service always maintaining a consistent approach to ensure the highest levels of service and product are delivered through excellence to ensure customer satisfaction.
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved.
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks while recognising when attention is needed in other areas and attending to them with the appropriate level of priority.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach including confidence, professionalism and an empathetic approach with internal and external stakeholders.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff, customers 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 With a consistent focus on delivering the highest levels of service, perform the following duties:

Cleaning Duties

- Maintain the cleanliness of the hotel and all public areas.
- Daily refreshing of the staff room including;
 - Wiping down and tidying tables and chairs
 - Clean and tidy the bench areas including the sink and any dirty dishes
 - Emptying the rubbish and bottle bins
 - Vacuum and mop the floors
 - Clean and replenish staff restroom
 - Washing and drying of housekeeping items (microfiber cloths etc.)
 - Refilling chemical bottles
- Daily refreshing of the level 7 lobby, gym and Roof Garden including;
 - Replacing any used linen from the gym
 - Clean and replenish function restrooms
 - Vacuum the lobby and gym
 - Mop the restrooms
 - Refreshing of the Roof Garden including reorganising chairs, tables and emptying the rubbish bins
- Daily Refreshing of the lifts, main lobby & Front Office area including;
 - Clean and replenish restrooms
 - Vacuum and mop the floors
 - Empty all rubbish bins
 - Clean all tables and bench spaces
 - Other duties from accommodation floors including;
 - Collecting any room service trays and returning them to the kitchen
 - Emptying the rubbish and recycling bins
 - Collecting all the used linen from the day collating for the morning collection



Porter & Customer Service Duties

- Deliver concierge services as required including booking of; transport, tours, transfers, restaurant reservations, leisure activities and general city information
- Manage and resolve customer complaints and product faults in an efficient and timely manner
- Assist as required with tasks including delivering messages, luggage and other packages in line with department procedure
- Collect any room service breakfast orders from each accommodation floor
- Deliver newspapers to requested rooms
- Provide valet parking of guests vehicles for both automatic and manual vehicles as required
- Maintain the security of the whole property and North Adelaide property's
- Provide an efficient and timely check in / out service to our customers.
- Manage incoming calls with a consistent and professional approach keeping to the Company standard including answering calls, transferring calls and receiving messages
- Receive and conduct reservation enquiries, ensuring all reservations are secured efficiently
- Accurate processing of cash in line with the Company policy and procedures
- Communicate with Team Members on the following shift in order to ensure continuity of service

Administration Duties

- Inputting of data into Microsoft Excel spreadsheets
- Logging of all vehicles
- Assist the Night Auditor with administrative tasks as required



**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Front Office Manager & further the Manager as required
- Limited accountability to the Night Auditor
- Working as required with:
- Guest Service Agents
- Assistant Front Office Manager
- Reservation Coordinator
- Department heads across the Majestic Roof Garden Hotel and all Majestic sites

**SKILLS
EXPERIENCE
QUALIFICATIONS
KNOWLEDGE**

Required

- Effective communication skills incorporating a collaborative approach
- Ability to work both autonomously and within a team environment
- 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
- Experience of working in a high pressure environment whilst maintaining high level of service
- High level of personal presentation
- Current driver's license and own vehicle
- 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 or 5 star environment



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, written 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 and Safety Requirements.



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

