



Senior Room Attendant 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 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 recognizing 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 toweling 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
 - In absence of Executive Housekeeper attend to administration tasks including end of month requirements, worksheets, tasks lists, room status, access key log, staffing levels in line with business demands and timesheets



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
- 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
- Limited accountability for Room Attendants in the absence of Executive Assistant Housekeeper
- Working as required with:
 - Room Attendants
 - Front Office Manager
 - Assistant Front Office Manager
 - Guest Service Agents
 - House 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

