

## HAMILTON ISLAND POSITION DESCRIPTION

### POSITION DETAILS

<b>POSITION TITLE:</b>	Service Attendant	<b>LOCATION:</b>	Hamilton Island
<b>DIVISION:</b>	Housekeeping	<b>DIRECT REPORTS:</b>	Nil
<b>REPORTS TO:</b>	Housekeeping Supervisor; Assistant Executive Housekeeper; Executive Housekeeper	<b>INDIRECT REPORTS:</b>	Nil
<b>DATE PREPARED:</b>	November 2013		

### JOB PURPOSE

Responsible for providing a high standard of cleanliness, presentation and hygiene in assigned areas in accordance with the Standard Operating Procedures. To provide service in an enthusiastic and friendly manner meeting productivity standards and guest satisfaction needs. Service Attendant may be allocated to work across various locations at Hamilton Island

### JOB RESPONSIBILITIES (NOT LIMITED TO)

- Responds to guests and staff needs in a prompt and courteous manner ensuring guest satisfaction is met at all times
- Efficiently cleans assigned number of rooms or areas in keeping with departmental standards
- Ensure all linen and towelling used for guests are clean with no stains, rip or tears. Follow departmental procedure for identifying damaged linen/towelling and its removal from circulation
- Ensure all lost property items are recorded and handed to the relevant Manager/Supervisor in a timely manner
- Ensure trolleys, housekeeping equipment, vehicles and / or service areas are stocked, replenished, clean and tidy at all times including disposing of all rubbish appropriately
- Secure guest rooms, ensuring all doors and windows are closed when room clean is complete
- Advises relevant supervisor or manager of any stock shortages, therefore minimising delays in service
- Ensures all common areas, including lobby areas, toilets and walkways are maintained, clean and free of debris at all times
- Report any damage, safety hazards or maintenance requirements to appropriate supervisor or manager
- Ensure all mini-bar sales are accurately communicated to the appropriate department enabling all sales to be captured prior to guest check out (*for identified properties*)
- Responsible for the restocking of mini-bar items ensuring products are fresh and par stock levels are met as per established standards (*for identified properties*)

### EXPERIENCE & QUALIFICATIONS

- Year 10 or equivalent (Essential)
- Current Qld driver's licence (Essential for identified departments or roles)
- Current Qld RSA
- Previous cleaning experience (Desirable)
- Forklift License (Essential for identified roles)

### PERSON SPECIFICATION/SKILLS

- Have a positive and helpful attitude
- Well presented
- Team player
- Physically fit and able to carry a 10kg back-mounted vacuum cleaner, or heavy laundry/linen bag
- Attention to detail
- Reliable and flexible to work within rotating roster

### KEY WORKING RELATIONSHIPS

- Housekeeping and Front Office departments and personnel
- Maintenance
- Guests of Hamilton Island
- HIE Executive Team and Stakeholders