

# ILT

## For Our Community

### Room Attendant

#### WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



**7 days a week, rostered**

## WHY THIS ROLE EXISTS

To maintain the smooth and efficient day to day operation of the Hotel housekeeping department so as to ensure maximum guest comfort and satisfaction.

## WHAT YOU WILL DO

Cleaning of all accommodation rooms to a very high standard.

## KEY OUTCOMES

- Provide clean accommodation rooms to a high standard following set procedures.
- Ensure all rooms are fully stocked with required guest products.
- Any maintenance requirements are logged.
- Provide genuine hospitality customer care
- Undertake regular room inspections and prepare to have your own rooms inspected.
- To effectively work with reception by carrying your phone and informing them of the status and any changes to your rooms
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

## YOU BRING TO THE ROLE

- A professional appearance with a positive attitude adaptability and flexibility.
- Patience, helpfulness and an interest in the welfare of the guests and staff.
- Has great attention for detail and works well under pressure in a fast-paced environment.
- Ability to follow staff conduct policies and time management guidelines.
- Is organized and able to prioritize workload.
- Able to multi-task for the benefit of quality services.
- Takes pride in a job well done
- Community focused with a passion for people and the community