



## ROOM ATTENDANT POSITION DESCRIPTION

<b>Position Title</b>	Room Attendant
<b>Reports to</b>	Housekeeping Team Leader Franchise Manager
<b>Key working Relationships</b>	Franchise Manager Room Attendant Team Leader Clients/Guests Room Attendant Front Office Reception staff Maintenance staff
<b>Skills</b>	English language Communication Customer Service

### POSITION SUMMARY

The primary objective of the role is the preparation of Guest accommodation and common areas to the standards outlined in the Quest Operations Manual and in accordance with the Quest Way

### PRIMARY DUTIES

#### Room Attendant

##### Provide room attendant services to guests

- Handle housekeeping requests in accordance with the procedures in the Quest Housekeeping Manual,
- Advise guests on the operation of equipment in rooms when necessary.
- Attend to lost property according to Lost property procedure.

##### Prepare apartments for guests

- Set up equipment and trolleys according to procedures in the Housekeeping Manual.
- Identify and access rooms for servicing according to procedure.
- Make up beds in accordance with procedures in the Housekeeping Manual.
- Clean equipment and rooms according to Quest standards.
- Check, replenish or replace room supplies and compendium materials in accordance with Housekeeping Manual.
- Report maintenance requirements promptly.
- Remove soiled linen according to Quest procedure,
- Store equipment and chemicals in accordance with procedures in the Housekeeping Manual.

##### Prepare and clean common areas as directed

- Vacuum and mop floors, dust furniture and wash windows in accordance with Housekeeping Manual.

**PRIMARY DUTIES****Room Attendant****Accurately complete required paperwork**

- Complete Housekeeping Room Attendant Work Sheet.

**Communicate with colleagues and guests**

- Communicate with guests in a friendly and professional manner in accordance with procedures in the Housekeeping Manual,.
- Operate at all times within the guidelines contained in the Employee Code of Conduct and the Quest Way.
- Maintain strict confidentiality in regard to all interactions with guests.

**Operate in a Team environment**

- Work cooperatively with colleagues to complete assigned duties.
- Attend staff meetings and contribute to continuous improvement in the Housekeeping function.
- Implement changes in cleaning practices and Housekeeping methods as directed.

**Follow health, safety and security procedures**

- Follow all Health and Safety procedures as outlined in the Housekeeping Manual and Quest Occupational Health and Safety standards.
- Report any suspicious behavior or occurrences to the Franchise Manager,
- Secure property and equipment as outlined in Quest procedures.
- Maintain personal hygiene and grooming and wear your Quest uniform as detailed in the Quest Uniform policy.
- Handle food safely according to the Quest Food Safety policy and procedures.

**Other duties**

- Undertake other duties within the scope of your skills, competence and training as directed.

Room Attendant		
Tasks	Key Result Areas	Key Performance Indicators
<p><b>Provide Room Attendant Services to Guests</b></p> <p><b>Prepare Apartments for Guests</b></p> <p><b>Prepare &amp; clean Common areas</b></p> <p><b>Accurately Complete paper work</b></p> <p><b>Communicate with Guests &amp; co-workers</b></p> <p><b>Operate in Team Environment</b></p>	<p>(a) Room Attendant Services in accordance with Quest Housekeeping Policies &amp; Procedures.</p> <p>(b) Guest Communication.</p> <p>(c) Completion of duties in a timely and efficient manner.</p> <p>(d) Guest apartments presented in accordance with Quest Housekeeping Policies &amp; Procedures.</p> <p>(e) Work cooperatively with others.</p> <p>(f) Safe working practices.</p>	<ul style="list-style-type: none"> <li>• Rooms cleaned in accordance with time periods allocated in Business Plan.</li> <li>• Converse with guest answering basic questions with regards to Quest, the business and its location.</li> <li>• Accurately record all issues associated with Apartments, which could not be resolved or which fall outside the scope of the Room Attendant role.</li> <li>• Guest rooms reflect Quest presentation and amenity standards as detailed in Quest Housekeeping Policies &amp; Procedures.</li> <li>• Zero Guest complaints related to rooms serviced and/ vacated.</li> <li>• Demonstrate a willingness to assist fellow workers.</li> <li>• No loss of time due to workplace accidents.</li> <li>• Demonstrate Safe Manual Handling practices.</li> </ul>