



Job Description – Housekeeping Attendant Trainee

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Position Title: Housekeeping Attendant Trainee

Department: Housekeeping and Facilities

Reports To: Housekeeping Supervisor / Rooms Division Manager

Version: 1.0

Job Overview

The Housekeeping Attendant Trainee supports the housekeeping team in maintaining cleanliness, hygiene, and presentation standards across Grand Royale Group's hotels and properties. This entry-level position provides hands-on experience in guest room preparation, linen management, and cleaning techniques aligned with five-star hospitality expectations.

Key Responsibilities

Room and Area Cleaning

- Assist with cleaning guest rooms, bathrooms, and public areas under supervision.
- Learn and follow standard operating procedures for housekeeping and hygiene.
- Replenish guest amenities, linens, and towels according to company standards.
- Report maintenance issues or room damages promptly to supervisors.

Guest Service and Interaction

- Greet guests politely and assist with requests when appropriate.
- Handle guest belongings with care and maintain confidentiality.
- Ensure a professional appearance and positive attitude at all times.
- Support special room setups or VIP guest preparations.





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Inventory and Supplies

- Learn proper stock control and restocking procedures for cleaning supplies.
- Maintain housekeeping trolleys, storage rooms, and equipment in clean condition.
- Monitor linen usage and assist in laundry coordination.
- Report low stock or damaged items to supervisors.

Health, Safety, and Compliance

- Adhere to WHS, infection control, and chemical safety guidelines.
- Use appropriate PPE (Personal Protective Equipment) during cleaning duties.
- Follow all company policies on hygiene, safety, and guest privacy.
- Attend required safety and induction training sessions.

Qualifications and Experience

- Currently enrolled in or recently completed Certificate II/III in Hospitality or Cleaning Operations.
- Strong attention to detail and a positive attitude.
- Good time management and organisational skills.
- Physical fitness for manual work and ability to stand for long periods.
- Prior cleaning or hospitality experience is an advantage but not required.

Skills and Competencies

- High standard of cleanliness and presentation.
- Reliability and punctuality.
- Teamwork and willingness to learn.
- Strong communication and listening skills.
- Commitment to guest satisfaction and service quality.





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Working Conditions

This is an entry-level, full-time or part-time role based at Grand Royale Group's hospitality venues in Gold Coast, Queensland. The role involves shift work, weekends, and public holidays. Physical stamina and attention to detail are essential to succeed in this role.

Key Performance Indicators (KPIs)

- Room Cleaning Time (target: ≤ 25 minutes per standard room).
- Room Inspection Quality Score (target: $\geq 95\%$).
- Guest Cleanliness Feedback Rating (target: $\geq 90\%$).
- Linen Damage or Loss Rate (target: $\leq 1\%$).
- WHS and Hygiene Compliance (target: 100%).
- Attendance and Punctuality (target: 100%).

Company Values and Culture

Grand Royale Group values teamwork, excellence, and attention to detail. The organisation promotes a supportive environment where trainees are encouraged to learn, grow, and take pride in maintaining the group's five-star hospitality standards.

Career Path

This internship offers progression into roles such as Room Attendant, Housekeeping Supervisor, or Facilities Coordinator within Grand Royale Group or other leading hospitality organisations.

