



Job Description – Laundry Attendant

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Position Title: Laundry Attendant

Department: Housekeeping and Facilities

Reports To: Housekeeping Supervisor / Rooms Division Manager

Version: 1.0

Job Overview

The Laundry Attendant is responsible for the efficient and high-quality cleaning, drying, and pressing of all linens, towels, uniforms, and guest laundry within Grand Royale Group's hospitality properties. This role ensures the timely delivery of fresh, spotless linens and garments while maintaining hygiene and safety standards in the laundry operation.

Key Responsibilities

Laundry Operations

- Operate washing, drying, and pressing equipment according to established procedures.
- Sort, wash, and fold linens, towels, and uniforms as per fabric and colour requirements.
- Inspect items for stains, damages, and quality standards before and after washing.
- Maintain accurate laundry counts and ensure timely supply to housekeeping and other departments.

Guest Laundry Service

- Handle guest laundry and dry-cleaning requests with care and professionalism.
- Ensure accurate labelling, tracking, and delivery of guest items.
- Communicate promptly about any damaged or missing items.
- Uphold confidentiality and respect for guest belongings.





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Equipment Maintenance & Safety

- Ensure proper maintenance and cleanliness of laundry equipment and work area.
- Report equipment faults or safety hazards to supervisors immediately.
- Follow WHS, hygiene, and chemical handling procedures at all times.
- Adhere to environmental and energy efficiency practices.

Inventory & Supply Management

- Monitor and record linen usage and stock levels.
- Assist with inventory control and supply orders for detergents and chemicals.
- Support periodic stocktakes and report shortages or discrepancies.
- Ensure proper labelling and storage of cleaned linens and uniforms.

Qualifications and Experience

- Previous experience in hotel or commercial laundry operations preferred.
- Certificate II or III in Laundry Operations or Hospitality (desirable).
- Basic mechanical understanding of laundry machinery.
- Strong attention to detail and organisational skills.
- Knowledge of WHS and infection control standards.

Skills and Competencies

- Ability to work efficiently in a fast-paced environment.
- Excellent time management and multitasking skills.
- Physical stamina and attention to detail.
- Teamwork and communication abilities.
- Commitment to cleanliness, safety, and quality outcomes.

Working Conditions

This role is based at Grand Royale Group's hotels and hospitality properties in Gold Coast, Queensland. The position involves standing for long periods, lifting laundry loads, and operating industrial laundry machines. Shifts may include early mornings, weekends, and public holidays depending on operational needs.





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Key Performance Indicators (KPIs)

- Linen Turnaround Time (target: ≤ 24 hours for internal service).
- Laundry Quality Inspection Pass Rate (target: $\geq 98\%$).
- Guest Laundry Service Accuracy (target: 100%).
- Equipment Maintenance and Compliance (target: 100% adherence to schedule).
- Safety and WHS Compliance Rate (target: 100%).
- Reduction in Linen Damage or Loss (target: $\leq 1\%$ per month).

Company Values and Culture

Grand Royale Group values precision, quality, and consistency in all service operations. The organisation promotes teamwork, accountability, and respect in maintaining the high standards expected in premium hospitality environments.

Career Path

This position provides opportunities for progression into roles such as Laundry Supervisor, Housekeeping Supervisor, or Facilities Coordinator within Grand Royale Group or other premium hospitality establishments.

