



Job Description – Public Area Attendant

Document Control

Position Title: Public Area Attendant

Department: Housekeeping and Facilities

Reports To: Housekeeping Supervisor / Rooms Division Manager

Version: 1.0

Job Overview

The Public Area Attendant is responsible for maintaining the cleanliness, presentation, and hygiene of all guest and staff public spaces within Grand Royale Group's hospitality properties. This role ensures that lobbies, corridors, restrooms, meeting areas, and other common spaces reflect the organisation's commitment to luxury standards and guest comfort.

Key Responsibilities

Public Area Cleaning and Maintenance

- Clean, sanitise, and maintain all public areas, including lobbies, restrooms, elevators, corridors, and meeting spaces.
- Polish fixtures, glass, and furniture to maintain high presentation standards.
- Vacuum, mop, and dust designated areas as per cleaning schedules.
- Monitor and restock cleaning supplies, guest amenities, and restroom consumables.

Guest Service and Presentation

- Maintain a friendly and professional presence while working in guest areas.
- Respond promptly to guest requests or cleanliness concerns.
- Support event setup and breakdown when required.
- Report lost property or maintenance issues to the supervisor immediately.





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Health, Safety, and Compliance

- Adhere to WHS, hygiene, and infection control procedures.
- Handle cleaning chemicals safely and in accordance with Safety Data Sheets (SDS).
- Follow company waste segregation and recycling procedures.
- Report any hazards, incidents, or unsafe conditions promptly.

Team Collaboration

- Work closely with housekeeping and maintenance teams to ensure facility standards are met.
- Participate in departmental meetings and training sessions.
- Support other team members during peak periods or special events.
- Maintain consistent communication with supervisors to ensure task completion.

Qualifications and Experience

- Previous experience in housekeeping or cleaning operations preferred.
- Certificate II or III in Cleaning Operations or Hospitality (desirable).
- Strong attention to detail and time management skills.
- Ability to work independently with minimal supervision.
- Basic understanding of WHS and chemical handling practices.

Skills and Competencies

- Excellent presentation and hygiene standards.
- Positive and professional attitude.
- Physical stamina and ability to perform repetitive cleaning tasks.
- Teamwork and communication skills.
- Strong customer service awareness when interacting with guests.

Working Conditions

This is a full-time or part-time position based at Grand Royale Group's hospitality venues in Gold Coast, Queensland. The role requires flexibility to work early mornings, late evenings, weekends, and public holidays as per operational requirements.





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Key Performance Indicators (KPIs)

- Cleaning Quality Inspection Score (target: $\geq 95\%$).
- Guest Area Presentation Rating (target: $\geq 90\%$).
- Response Time to Cleaning Requests (target: ≤ 5 minutes average).
- Safety and WHS Compliance Rate (target: 100%).
- Task Completion Accuracy and Timeliness (target: $\geq 95\%$).
- Guest Feedback on Cleanliness (target: consistent positive mentions).

Company Values and Culture

Grand Royale Group values pride in presentation, reliability, and teamwork. The organisation promotes a respectful and inclusive work environment where every team member contributes to creating welcoming and immaculate guest spaces.

Career Path

This role provides opportunities for progression into positions such as Housekeeping Supervisor, Public Area Supervisor, or Facilities Coordinator within Grand Royale Group or other leading hospitality organisations.

