



Job Description – Room Attendant

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Position Title: Room Attendant

Department: Housekeeping and Facilities

Reports To: Housekeeping Supervisor

Version: 1.0

Job Overview

The Room Attendant is responsible for maintaining the cleanliness, hygiene, and presentation of guest rooms and public areas across Grand Royale Group properties. This role ensures every room meets the organisation's luxury hospitality standards while creating a welcoming and comfortable environment for all guests. The position requires attention to detail, efficiency, and a commitment to delivering exceptional service.

Key Responsibilities

Cleaning & Maintenance

- Clean and service guest rooms, bathrooms, and corridors to brand standards.
- Replace linens, towels, and guest amenities as required.
- Report maintenance issues or safety hazards promptly.
- Ensure proper use and storage of cleaning equipment and materials.

Guest Service & Presentation

- Maintain a professional, courteous attitude towards all guests.
- Ensure rooms are presented to the highest standard of cleanliness and comfort.
- Respond to guest requests and deliver additional items when required.
- Support guest privacy and confidentiality at all times.





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Compliance & Safety

- Adhere to WHS, hygiene, and infection control procedures.
- Use personal protective equipment (PPE) correctly during cleaning tasks.
- Follow chemical handling and safety data sheet (SDS) protocols.
- Participate in regular training sessions on safety and cleaning standards.

Teamwork & Communication

- Collaborate with other housekeeping staff and supervisors to meet daily room targets.
- Communicate effectively regarding room readiness and maintenance needs.
- Assist colleagues during high-occupancy periods or special events.
- Maintain positive relationships across departments.

Qualifications and Experience

- Certificate II or III in Cleaning Operations, Hospitality, or equivalent (preferred).
- Minimum 1 year of housekeeping or cleaning experience within a hotel or resort environment.
- Knowledge of cleaning chemicals, tools, and safe work practices.
- Strong attention to detail and time management skills.
- Ability to work efficiently both independently and as part of a team.

Skills and Competencies

- Excellent attention to detail and cleanliness standards.
- Good communication and interpersonal skills.
- Strong organisational and time management abilities.
- Physical stamina and ability to meet role demands.
- Positive attitude and commitment to guest satisfaction.

Working Conditions

This is a full-time or part-time position based at Grand Royale Group's hotel properties in Gold Coast, Queensland. The role involves shift work, including weekends and public holidays, and requires physical activity such as standing, bending, and lifting during daily duties.





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Key Performance Indicators (KPIs)

- Room cleanliness and inspection scores.
- Efficiency in meeting daily cleaning targets.
- Guest satisfaction and feedback.
- Adherence to WHS and hygiene procedures.
- Punctuality and teamwork.

Company Values and Culture

Grand Royale Group values professionalism, reliability, and care in every aspect of its operations. The organisation fosters a supportive and respectful environment where every employee contributes to the delivery of premium guest experiences.

Career Path

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

