



Position Title:	<b>Hotel Services Worker (All Rounder)</b>
Reporting to:	Directly: Assistant Manager and Food & Beverage Manager Indirectly: Manager Pumphouse Point
Status:	Permanent, Full Time
Employment:	Hospitality Industry (General) Award 2020
Location:	Lake St. Clair, Central Tasmania

#### MAIN DUTIES/RESPONSIBILITIES:

Incumbents of these roles will take pride in keeping Pumphouse Point facilities clean and comfortable, so as to create a 'Home away from home' for guests.

As a small wilderness retreat, you will have the opportunity to work across various areas of the business, alongside well presented, high energy and guest focused industry professionals.

As this is a small property with minimal staff it is expected this role will be involved and rostered to perform hands on engagement in all aspects of Pumphouse Point day to day operations as follows:

##### RECEPTION

- A friendly face to welcome guests and offer them a complimentary drink by the fire upon arrival;
- Communicating guest needs to other departments; and
- Maintaining clean and orderly reception area.

##### HOUSEKEEPING

- Cleaning/servicing rooms and public areas;
- Maintaining clean and orderly storerooms/areas; and
- Maintaining par stock levels of linen, cleaning equipment and products for the rooms.

##### FOOD & BEVERAGE

- Setting up and managing the Highland Breakfast buffet, whilst mingling with guests;
- Maintain a clean and well-ordered kitchen, inc. stock control;
- Restock fridges in rooms and bars with food and beverage;

- Keep storage areas well stocked, clean and tidy;
- Setting up and hosting the Shared-Table Dinner, serving and mingling with guests;
- Baking and delivering fresh crusty bread to guest rooms upon request;
- Work with and take direction of Head Chef; and
- Sharing the story of the locally sourced food with guests.

## OTHER DUTIES

- Driving Flume Buggies to carry guests & baggage to/from rooms;
- Providing tourist information to guests; and Assist in other departments from time to time; and
- Other duties as directed, commensurate with skills and experience.

## SKILLS & EXPERIENCE

### Skills

- High level interpersonal and verbal communication skills;
- Ability to prioritise;
- Able to work in a rostered and remote work environment;
- Self-motivated and attention to detail;
- A team player;
- Exceptional people skills; and
- Exemplary customer service skills.

### Experience

- Previous hospitality experience would be highly regarded

Please note: A current Drivers Licence and car are essential for this role.

## CONTACT

For more information, please contact Belinda Beltz, Managing Director of The BelRose Group on 0409 002 654. Alternatively, email your resume, covering letter and current references to [belrosegroup@gmail.com](mailto:belrosegroup@gmail.com)