

Carrington STEWARDSHIP



Staff and Cast Positions – Accommodation Steward

Thank You for taking the time to consider joining the Carrington Inn hospitality team. We look forward hearing from you soon!

Established in 1885, The Carrington Inn has been a landmark in the rural town of Bungendore for over a century. Initially a coaching inn for travelers on the Cobb & Co route The Carrington Inn holds historical value to the community of Bungendore and its surroundings. It is anticipated that when reopened after extensive renewal, the Carrington will return to a focal point of the local community and be enjoyed and admired by tourists and travelers.

Accommodation Steward – Job Description

Job Title:	Accommodation Steward
Reporting to:	Deputy Manager or Head Steward
SUMMARY: The Carrington Inn's Executive Director, is looking for a committed person for this critically important role of supporting the smooth and efficient operation of our hotel accommodation, by keeping our guest rooms and facilities in a clean, safe, and pleasant condition. An Accommodation Steward is a hands-on position that keeps the guest rooms, common areas, and housekeeping headquarters, clean, sanitised and well organised. He / She is responsible for maintaining cleanliness and orderliness in these areas of the Inn. He / She takes directions given to him/her by the Deputy Manager or Head Steward. An Accommodation Steward practices good health and safety standards. He / She is a member of the Accommodation Team who contributes to the overall efficient operation of the Inn so that each guest room meets the establishments' quality, styling and brand requirements.	

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Typical Duties and Responsibilities include:

- Vacuuming, Dusting and Removing rubbish
- Cleaning and sanitizing countertops, porcelain surfaces, and floors
- Replacing bed linen and bath items with fresh ones
- Making up beds with fresh linen
- Cleaning windows and mirrors
- Resetting electronic devices and room air-conditioning to their arrival settings
- Setting up refreshments in guest rooms
- Stocking Steward Carts for servicing rooms
- Arranging flowers and reading materials
- Setting up and taking down cribs for infants
- Running routine maintenance-care procedures for cleaning equipment
- Doing Spring-cleaning

- Receiving, sorting, and stocking incoming supplies and deliveries from supplier
- Preparing used linen for pick-up by supplier
- Keeping inventory records of supplies received and used
- Advising when supplies need to be reordered
- Keeping Housekeeping HQ area in good order and well organised
- Operating cleaning machinery including dishwasher, washing machine and dryer
- Following proper hygienic handling practices
- Cleaning guest room dinnerware
- Sorting recyclable materials

- Keep work areas and storerooms clean, swept, and tidy
- Maintain kitchen equipment and plant in good condition
- Safely label and store chemicals for use
- Work safely and support others to work safely
- Be fully aware of the Inn's Fire Safety Procedures and Health & Safety regulations
- Support good and positive communication amongst staff
- Other duties typically expected of the position as required from time to time
- Participate in team meetings and surveys

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EDUCATION and/or EXPERIENCE

Accommodation Stewardship is a critically important role in the effective, safe, and enjoyable operation of any hotel.

Two years of Room Stewardship / Housekeeping experience or Certificate II in Hospitality (Hotel Operations) is preferred, but not required if your experience and performance is exemplary.

We may accept Intern and Trainee positions from people with lower qualifications, provided they are able through their schooling and other work experience to demonstrate they work hard, learn quickly, have good attendance, and can be committed to team work.

Must have a good eye for cleanliness and a feeling of care for the wellbeing of others.

An Accommodation Steward will need to undergo food handling and cleaning chemical usage training.

Must have the initial knowledge in handling housekeeping appliances.

Further certificates in Foundation Skills, Entry Skills, and Introductory Cookery would be beneficial.

OTHER SKILLS and ABILITIES

- An Accommodation Steward:
 - has ambition to succeed, demonstrating his/her willingness to work and learn.
 - demonstrates an ability to continuously produce good work in a timely manner, which is accurate and complete, in a fast paced environment.
 - demonstrates an ability to interact positively with supervisor, management, co-workers, and guests to maintain a positive and professional environment.
 - comes to work when rostered and is on time.
 - follows directions, takes criticism positively, and at all times refrains from abusive and/or inappropriate behaviour.
 - is honest in all manner of engagement with the enterprise and guests.

PERSONAL PRESENTATION:

READINESS FOR WORK: At the start of the rostered time you should be clean, groomed, uniformed, fed, well-rested, with personal belongings already stowed, and ready to immediately commence work in all other ways required of the position. This is a condition for ongoing employment.

UNIFORM: Every day you should present in a clean uniform, ready to work. Footwear is to be comfortable with non-slip soles, and a closed toe style approved to coordinate with the uniform.

GROOMING: The position requires a person who is clean and well groomed. Hair should be under cap, net, or tied back if long. Males are preferred to be clean shaven, otherwise facial hair must be well groomed and not longer than 30mm at any length. Females will maintain not more than light make-up.

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SHIFTS / NIGHT WORK / AVAILABILITY/ WORKING CONDITIONS ETC:

The role is primarily performed between 8:30am and 3:30pm Monday – Friday, however depending on guest levels the roster may go across 7-days. An Accommodation Steward is expected to be available for work during peak times which include Saturday, Sunday and agreed public holidays.

Minimum of 2 hours per month continuous professional education should be undertaken.

Dinner break at set time.

PHYSICAL DEMANDS:

While performing the duties, you are regularly required to see, talk, hear and feel touch. You are frequently required to stand; walk; use hands to finger, handle, sense or feel; reach with hands and arms, and stoop, kneel, or crouch. You must occasionally lift and/or move up to 24kg. Specific vision abilities required in this role include close vision and distance vision. Logic and thinking process must be quick and unencumbered.

WORK ENVIRONMENT:

While performing the core functions of the position, you are usually indoors, but also move regularly between indoors and outdoors. The position can also involve regularly moving between warm indoor and cold outdoor locations. Moderate machine noise levels exist in the working environment.

OPERATIONS GUIDELINES:

The property maintains operational guidelines for personnel that are intended to create a safe and productive working environment, and a professional and appealing guest experience. The full set of guidelines will be provided to shortlisted applicants, although they may change from time to time. The following are two key guidelines:

MOBILE DEVICES: Personal mobile devices may not be accessed or used during shifts, except on breaks. All personal devices must be stowed in lockers or vehicles during shifts. Emergency contact support is provided through the main venue telephone number.

PERSONAL VISITORS: Personal visitors should not attend the property, distract or disrupt you from your responsibilities during your shift.

SECURITY BACKGROUND and **REFERENCE CHECKS** may be undertaken.

Location of job: Bungendore, NSW

Prepared by:

Date: 26 May 2016

Wintergarden – TOM WILLS – *Myees* – ELM PARK – ROSE COTTAGE



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