

Reply to this correspondence:

By e-mail:

manager@fvfallscreek.com.au



Frueauf Village Housekeeping/Guest Service Position Description

Your key responsibilities may include but not limited to

- Cleaning apartments to Frueauf Village high standard
- Releasing rooms on time for guests arrivals
- Attend to guest enquiries, requests and complaints
- Co-ordination with team to meet daily deadlines
- Transporting laundry by car or ski mobile through village
- Snow Clearing
- Moving guest luggage
- Spa Maintenance
- Look after our guests to the highest standard possible and therefore ensuring all of our guests experience excellent service
- Reporting any guest related issues to the manager
- Be responsible for reporting overall basic maintenance to the manager
- Provide guests with information about Falls Creek when requested

Key Attributes required are

- Be immaculately presented
- Focused and passionate about guest service
- Well organized, with attention to detail
- Team oriented and able to work under pressure
- Have a pleasant and outgoing personality
- Be willing to live in shared accommodation
- Have the physical fitness for housekeeping, shoveling snow, moving guest luggage and move quickly up and down stairs in village.

We provide

- Competitive salary, including superannuation – salary listed below
- Shared accommodation option
- Professional environment
- Enjoyable team culture & time to ski/board in afternoons.
- Respectful workplace
- Uniform

FSCM 2021 Position Description

Abilities and expectations

- Ability to work independently or in a team
- Excellent guest relations and interpersonal skills
- Good self-motivation
- Organised, highly flexible and pro-active
- Professional
- Can do attitude
- Excellent time keeping
- Forward thinking and planning
- Reliable
- Team player
- Lead by example
- Flexibility
- Very good organisational skills
- Have high physical fitness
- Good hygiene

FSCM 2021 Position Description

Salary

You will be employed on a casual basis in the position of Guest Services Grade 2. You may be required to undertake any duties that are consistent with the nature of the position or are otherwise consistent with your seniority, skills and experience.

You will be employed under the Hospitality Industry (General) Award 2021 as amended. A copy of the award may be found at:

http://www.fwc.gov.au/documents/modern_awards/award/ma000009/default.htm

Hospitality Level 2 - Adult Hourly Rate below

Classification	Ordinary Hours						Overtime		
	Monday to Friday			Other			Monday to Friday		Other
	7am to 7pm	7pm to Midnight	Midnight to 7am	Saturday	Sunday	Public Holidays	First 2 hours	After 2 hours	Saturday and Sunday
	Base Rate + 25%	Base + 25% +\$2.31	Base + 25% +\$3.46	Base Rate + 50%	Base Rate + 75%	Base Rate + 150%	Base Rate + 50%	Base Rate + 100%	Base Rate + 100%
Hourly rate	\$27.15 -			\$32.58	\$38.01	\$54.30			

Shared Accommodation – no meals	\$208.01 per week
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To Apply

Please email your application letter and resume with two current references along with a recent photo to manager@fvfallscreek.com.au.

The closing date is 1st May 2022.

Only successful applicants will be contacted back.