

Room Attendant Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	5
5. Working Conditions	6
6. Award Information	6
7. Expected Behaviours	7
8. Application Process	7

1. Position Overview

1.1 Position Title

Room Attendant / Chambermaid / Hotel Cleaner

1.2 Position Summary

The Room Attendant is responsible for cleaning and preparing guest rooms to the highest standards of cleanliness and presentation. This role involves making beds, cleaning bathrooms, vacuuming carpets, replenishing amenities, performing turndown service and ensuring each room provides a welcoming environment for guests.

The position requires attention to detail, physical stamina, time management skills, understanding of cleaning procedures and products and commitment to maintaining exceptional cleanliness standards that enhance the guest experience and reflect positively on the hotel.

1.3 Reporting Structure

This position reports to:

- Housekeeper / Housekeeping Supervisor
- Housekeeping Manager / Executive Housekeeper

1.4 Employment Type

This position is available as:

- Casual (variable hours based on hotel occupancy)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Room Cleaning

- Clean guest rooms according to hotel standards and checklists
- Strip and make beds with fresh linen
- Dust and wipe all furniture, fixtures and surfaces
- Vacuum and mop floors
- Clean windows, mirrors and glass surfaces
- Empty waste bins and replace liners
- Ensure rooms are neat, tidy and welcoming

2.2 Bathroom Cleaning

- Clean and sanitize toilets, showers and baths

- Polish taps, fixtures and mirrors
- Clean tiles and grout
- Replace towels and bathmats
- Replenish toiletries and amenities
- Ensure bathrooms are spotless and hygienic

2.3 Amenity Restocking

- Replenish tea, coffee and refreshment supplies
- Replace used toiletries (shampoo, conditioner, soap, lotion)
- Ensure adequate towels are provided
- Stock tissues, toilet paper and other consumables
- Replace hotel information materials as needed
- Check and restock minibar items if applicable

2.4 Turndown Service

- Perform evening turndown service for designated rooms
- Close curtains and adjust lighting
- Turn down bedding and place chocolates or amenities
- Tidy room and refresh bathrooms
- Replenish water and glasses
- Ensure room is prepared for guest return

2.5 Quality Control

- Follow cleaning procedures and quality standards
- Complete room cleaning checklists
- Report maintenance issues or defects
- Check all equipment and fixtures are functioning
- Ensure consistent quality across all rooms
- Accept feedback from supervisors and implement improvements

2.6 Linen and Supplies Management

- Collect soiled linen from guest rooms
- Transport linen to laundry area
- Stock housekeeping cart with clean linen and supplies
- Monitor supply levels and advise supervisor when restocking needed
- Handle linen carefully to prevent damage

2.7 Guest Interaction and Lost Property

- Greet guests politely when encountered in corridors
- Respect guest privacy and "Do Not Disturb" signs
- Respond to guest requests promptly and courteously
- Report lost property found in rooms to supervisor
- Handle guest belongings with care and respect

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Meticulous approach to cleaning with focus on thoroughness. Ability to notice and address small details.

Commitment to high standards of cleanliness. Consistency in maintaining quality across all rooms cleaned.

Time Management

Ability to clean rooms efficiently within allocated timeframes. Effective organisation of tasks and priorities.

Capability to meet daily room quotas. Efficient use of time during shift.

Physical Stamina

Physical fitness for demanding cleaning work. Ability to bend, reach, lift and carry throughout shift. Stamina to complete assigned rooms to standard. Comfortable working at height (changing curtains, dusting high areas).

Safe Chemical Handling

Understanding of cleaning products and appropriate usage. Knowledge of safety procedures when handling chemicals. Ability to follow instructions for product dilution and application. Awareness of potential hazards.

3.2 Personal Attributes

- Trustworthy and honest
- Reliable and punctual
- High personal standards of cleanliness
- Strong work ethic and self-motivation
- Respectful of guest privacy and belongings
- Positive attitude towards work
- Team player who supports colleagues
- Flexibility to work varied shifts
- Professional presentation and hygiene
- Pride in work quality

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical ability to perform cleaning duties
- Ability to work flexible roster including weekends and public holidays
- Understanding of basic cleaning procedures

4.2 Desirable Qualifications

- Previous hotel or accommodation cleaning experience
- Professional cleaning or housekeeping certificate
- Understanding of hotel operations
- First aid certificate
- Basic English communication skills

4.3 Experience

Previous cleaning experience is preferred but not essential. Full training will be provided to suitable candidates who demonstrate reliability, attention to detail and strong work ethic. Experienced room attendants should be able to demonstrate efficient cleaning techniques and ability to meet quality standards consistently.

5. Working Conditions

5.1 Hours of Work

- Day shifts typically 8am-4pm or 9am-5pm
- Regular work on weekends and public holidays
- Shift lengths typically 6-8 hours
- Peak periods during check-out times and busy seasons
- Roster provided in advance as per award requirements
- Casual hours vary based on hotel occupancy

5.2 Physical Requirements

- Standing, walking and moving constantly throughout shift
- Bending, kneeling and reaching regularly
- Lifting and carrying linen, supplies and equipment (up to 10-15kg)
- Pushing housekeeping cart throughout hotel
- Repetitive movements (making beds, wiping surfaces, vacuuming)
- Working at various heights (high dusting, low-level cleaning)

5.3 Work Environment

- Indoor hotel environment across guest rooms and corridors
- Air-conditioned spaces

- Exposure to cleaning chemicals and products
- May work alone or with other room attendants
- Occasional interaction with guests
- Fast-paced environment during peak periods

5.4 Uniform and Presentation

- Uniform provided by hotel
- Neat and clean appearance required
- Closed, non-slip, comfortable footwear required
- Minimal jewellery for safety
- Hair tied back neatly
- Name badge to be worn during shifts

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels and accommodation businesses.

6.2 Classification Level

Room Attendants are generally classified under the award as:

- Level 1: Entry-level room attendant in training
- Level 2: Competent room attendant performing standard cleaning duties
- Level 3: Experienced room attendant with advanced skills or additional responsibilities

The specific classification level will be determined based on the experience, skills and responsibilities of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning work: May attract allowances depending on start time

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain honesty and integrity at all times
- Respect guest privacy and property
- Follow all hotel policies and procedures
- Report lost property and maintenance issues promptly
- Arrive on time for shifts in full uniform
- Notify supervisor of absence or lateness immediately

7.2 Quality Standards

- Complete all cleaning tasks according to checklists
- Maintain consistent high standards in every room
- Take pride in work quality and presentation
- Check work before marking room as complete
- Accept feedback and implement improvements
- Never skip steps or cut corners

7.3 Safety and Hygiene

- Follow safe work practices at all times
- Use cleaning chemicals correctly and safely
- Wear appropriate personal protective equipment
- Report hazards and safety concerns
- Maintain high standards of personal hygiene
- Comply with health and safety regulations

7.4 Teamwork and Communication

- Support colleagues during busy periods
- Communicate clearly with supervisors
- Report issues or problems promptly
- Be courteous to all hotel staff
- Work cooperatively as part of housekeeping team
- Share knowledge with new team members

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining availability and work ethic
- Copies of relevant certificates if applicable
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or in-person interview
- Property tour and role overview
- Practical demonstration or paid trial shift
- Reference checks
- Police check

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____