



Job Description – Domestic Assistant to the Managing Director and Bed and Breakfast Co-Host

Summary

The creation of a new position has become necessary due to the success and now very hectic life of the successful managing director of Dunedin Historic Resort Limited and Passion Plastics EPI Limited, namely, domestic assistant.

This is a part time position of approx 10 – 20 hours per week. This is in part a new position and job title that has two equally important components. Firstly, the successful applicant will prepare meals for the managing director, family and regular invited guests, help serve at dinner parties, as well as processing family laundry, shopping, ironing and other normal domestic activities; Secondly, is expected to carry out the role of co-host at the bed and breakfast when necessary and will need to know this component of the job intermitly as well.

The employee is to be on site (52 - 56 Tennyson Street) for the hours they have been rostered for. This new position is likely to be more an evening position. The Company at its discretion can change these hours at anytime. The hours may consist of regular shifts, irregular shifts and on-call shifts, and/or a mixture of all three. An employee during quiet times and/or when there are changes in the number of employees and/or for other reasons at the companies discretion may find that their hours decrease or increase.

Specific Tasks

Domestic Assistant

This is an exciting, new and evolving position. Hence, the description that follows is nowhere as detailed as the co-host component of the job, but the domestic assistant area is probably the most important part of the position. As time goes on the job description will become more detailed.

The successful applicant will:

1. Prepare meals for the managing director, family and regular invited guests. The meals are to be of a high standard. The successful applicant must be a good cook and host for the managing directors friends, business associates, and family members. They are expected to help serve at dinner parties;
2. In preparation for meals and general domestic necessities the assistant will be expected to shop for the meals, and also tend the vegetable garden and select homegrown produce suitable for meals. They are expected to help maintain the garden. Gardening experience would be a bonus;
3. Process family laundry, ironing, and organizing clothing for suitable occasions;
4. Be allocated a company creditcard for the purpose of shopping for both the bed and breakfast and the managing director.

5. Run errands for the managing director. On occasion using company vehicles to take them from place to place, for example, collecting from the airport.
6. Carry out normal domestic activities. In addition, this is a new position and further tasks of a similar nature will be added.

Co-host

The tasks of the Co-Host are documented more fully in the staff manual. These tasks may change from time to time at the discretion of the company. They are also outlined here for the purposes of fleshing out the employment agreement. Although you might be employed to do a specific task or shift (eg domestic assistant and co-host, probably evenings) you are expected over time to be able to do all tasks and carry them out well and efficiently when asked.

The tasks of the Co-Host change largely upon the time slot in which they are working.

Early Morning Breakfast Shift (usually 8am – 10am).

The breakfast room should already be set up when you arrive and guests may be having breakfast. Take over from the Night Manager. Meet with them quickly and be briefed on any important matters. Also consult the incident book (staff note book) to see if there are any relevant points to be noted by you.

Tasks during this time include but are not limited to sitting in the breakfast room and chatting to guests. Make sure that nothing runs out on the breakfast bar, clear and wipe down tables as guests depart, keep the room warm, take payment from guests, answer the phone and door.

If you are on with another member of the staff, and both of you don't need to be in the breakfast room then start the late morning shift early. In addition, you might find yourself alone in the breakfast room. Do not just sit there, start some of the late morning jobs but (and this is very important) very regularly pop into the breakfast room and once again do the early morning tasks when new guests arrive. It is very important for the smooth running of this bed and breakfast that you keep busy and work hard and efficiently. If you know of a better way of doing a task consult with management and if possible your idea will become standard practice.

At all times be friendly, chatty and helpful to guests.

Late Morning Shift (usually 10am – 1pm)

Towards the end of breakfast you should start moving into the role of the late morning shift. However, you might find that you dart in and out of these two jobs for a period of time.

Generally as a room is vacated strip it (or a number of rooms if possible). Immediately take the dirty linen to the laundry and get the machines going. It is not good practice to start the washing late in the morning; it is good practice to have you and the various machines working. In addition, it means that laundry can get up on the line during the late morning and have a good chance of drying.

Remember, in the back of your mind keep that guests sometimes start to check in from noon. Consult the booking schedule to see which could be early check ins and do these full room cleanouts and ensuites first if possible. Make up the bedroom first and then the bathrooms starting with ensuites and then shared bathrooms. All that you need should be in the room bins. If the bins are missing something (especially if this is a regular occurrence) mention it to the person who did the bins the night before (use the staff note/incident book).

Other tasks during this time – keep the laundry turning over ie. Washed laundry on the line, off the line, washing machines kept going. Clear the breakfast room when guests have finished and get dishwasher going. Clean and tidy the breakfast room – however, bed rooms are more important so leave it till the afternoon to make the breakfast room sparkling and new again, but at the same time make sure it isn't in a bad state.

With regard to room checks - it is very important to do things right and well first time. Although the next shift will conduct room checks it should be your goal that this shift finds nothing wrong with your work. Remember guests may move into the room before the room check has been carried out.

At the end of the shift meet with oncoming staff and inform them of important things which they need to know.

At all times be friendly, chatty and helpful to guests.

Afternoon Shift (usually 1pm – 5pm)

As with all shifts, meet with the person before you and get briefed on what you need to know for the upcoming hours. Find out at this time what priority jobs still need to be completed. Although all rooms and bathrooms should have been finished, if this isn't the case, for instance a very late checkout, then do these first. The room check list also has jobs that need to be finished – consult this as well. It is also a good idea to scoot around the houses very quickly and just get a feeling for what is going on. Then think about your upcoming hours and organise them so they are used efficiently and as productively as possible.

Keep the work that is already underway moving along smoothly for instance washing on the line, off the line etc. Complete the room checks. Make sure that you mark each check with a tick or a cross as you check, don't just tick every category after popping your head in the door and thinking it looks ok. If the room is going out that day fix the problems with that room there and then. If the room isn't booked out, you might want to fix the problems with all the rooms systematically ie. Do the room checks, note down what needs doing, fixing, etc then go and get all the things you need and do all the rooms at once.

Once the priority tasks have been completed then move onto the other afternoon tasks. These are documented more fully in the staff manual. However, these could include, but not be limited to the following: If you have been instructed on how to clear email bookings then do these, answer faxes, set fire, make up the breakfast, mop floors, vacuum the hallways (although note – bedrooms should be vacuumed at the time they are made up).

Dusting gets a special mention. It is often not possible in the morning to do all the dusting and making things look neat and tidy. The afternoon shift should pay special attention to such details. Dusting means removal of all dust from all places and for all these places to remain dust free – always. It is one of the first things that guests will notice. And be warned, spending 20 minutes dusting isn't doing the job. It takes a good 1 – 2 hours everyday to dust, polish, and make things neat and tidy. If this isn't occurring then the job isn't being done right. When we are busy and there are lots of room changes and activity this job may take 2 – 3 hours every every every day.

It is in the afternoon shift that most guests arrive at Hulmes Court. When the doorbell rings, get to the front door as soon as possible, run if you have to. Greet the guest with a smile, say welcome to Hulmes Court, introduce yourself and explain what you do. Then start getting chatty with the guest, asking where they are from etc etc etc. Get their last name and then find out what room they are in. On the way to their room give them a tour of the house, explain about the keys and doors, the breakfast room, videos, internet, a little about the history, the owner and the other staff including the cat, time of breakfast, checkout time, and the guide to Hulmes Court which is in their room. Tell them to make themselves at home and treat Hulmes Court like home and its staff like friends. If they are paying for the room, usually by voucher if they do it on arrival, record they have paid on the booking schedule and in the payment book.

Towards the end of this shift – about 6pm in summer and around 3pm – 4pm in winter washing needs to come off the line. If it has gone up when it should have and the day had some wind and sun the washing will be dry every time. If it isn't then it needs to go up earlier. If for some reason the washing isn't dry start putting it through the dryer.

At all times be friendly, chatty and helpful to guests.

Evening Shift (usually 5pm – 9pm)

As with all shifts, if this is the start of a shift for you meet with the departing staff and get briefed on what you need to know for the upcoming hours. Find out at this time what priority jobs still need to be completed. The room check list also has jobs that need to be finished – consult this as well. It is also a good idea to scoot around the houses very quickly and just get a feeling for what is going on this is a good time during winter to turn on the lights, close the curtains, and start the fire. . Then think about your upcoming hours and organise your upcoming hours so they are used efficiently and as productively as possible doing the most important things first. These hours are often spent ironing and making up the room bins for the checkouts the next day. Make sure that these bins have everything in them. It is a waste of the morning staff's time to have to continually have to come back to Hulmes Court to get things that you should have put in the bin.

The breakfast needs to be prepared. Make sure that everything is spotless and tidy. That all the tables are clean. That any dishes that have accumulated are removed and washed. Clear the dishwasher and put all the necessary cutlery and plates out. Make sure the coffee machines are ready to go and the fruit salad is prepared.

Then keep working hard cleaning, making things neat and tidy, water plants etc etc.

At all times be friendly, chatty and helpful to guests.

Relieving Night Manager (9pm – 8am)

There is a permanent Night Manager, however, from time to time due to annual leave, sickness etc Co-Hosts who from time to time may do a sleep over and as a consequence carry out the functions of the Night Manager.

When the staff member doing the Night Manager shift for the evening arrives they are to meet with the staff that have just completed the evening shift and get a briefing.

Before the Co-Host goes to bed you are to walk around the whole of both houses checking that unnecessary lighting and heating is turned off or on. That there are no fire or safety hazards such as (but not restricted to) ovens and elements turned on, escape routes should be well lit and clear of obstructions.

In addition, the Night Manager should check that the breakfast room is clean and tidy and ready for breakfast the next morning. That pre-breakfast food preparations are complete.

At 9pm staff can retire to one of the guest rooms they have chosen. Preferably the room taken should be in Hulmes Court and not Hulmes Too; it may be necessary for you to stay in the Night Manager's Apartment. Take the phone with you. You are still expected to answer the phone - taking bookings, answering guest enquiries, transferring incoming calls to rooms. In addition you may be required to answer the door and check in people who may from time to time arrive late or be accidentally locked out. However, such tasks are very rare after 9pm.

If people are checking in late the guests still receive the same treatment as with a guest arriving in the afternoon (see checking in guests under the afternoon shift heading above).

When the Night-Manager is paged, go as quickly as possible to the page station (bottom of the staircase) and attend to the person in need. In the morning the Night Manager becomes a Co-Host again and is to have the lights turned on, heating started, music on, coffee on, tables cleared of used dishes from the evening and breakfast started to be put out for a 7.30am start. Note – this will require the Co-Host to be in the breakfast room at about 7.15 am at the latest.

Other tasks of the Night Manager include: brief the oncoming shift of any important information. Any comments, requests, important information for other or all staff are to be written in the staff note book at reception; to stay on (and be remunerated) if the oncoming shift is late or sick until other replacement staff arrive - to arrange replacement staff if necessary, or phone the oncoming staff and give them a hurry up, management understand that this may not be possible if the employee has other employment, has class or exams.

Note. The room in which is stay in must be made up and left clean and tidy by you, everything must be in place as if a guest was coming into the room, a likely scenario. The used linen and towels are to be placed in the washing machines. You are not to create extra work for the morning shift.

As with all staff and at all times the Night Manager is expected to perform the

evacuation procedure.

Work From EPI Plastics

While most of the work will be in relation to the domestic activities of the managing director and one of his businesses, the bed and breakfast, it should be noted that his largest business is a plastics factory. Hence, it is an important part of his life and will be reflected from time to time in the nature of the work of this position, for instance, errands, dinner guests and the like.

You will also do work which comes across from EPI Plastics. This includes packing products, making toys and the like. There tends to be more of this work during winter when Hulmes Court is slow, this helps keep you gainfully employed improving security of tenure.