

EMPLOYER PROFILE

CLUB WYNDHAM



About the Company

Club Wyndham Airlie Beach offers spacious and luxurious accommodation options befitting of the region, with wide balconies providing sea breezes throughout the rooms, and views of the Whitsunday passage from nearly every room on property.

Offering spacious one, two and three-bedroom condo-style resort suites with full facilities, this property is highly sought-after for long-stay guests.

Amenities include Tides Restaurant and Bar, tour desk, gym, pool and spa.

Club Wyndham is a unique employer as they start majority of their employees in Housekeeping or Food & Beverage roles. Once employees are comfortable within their initial role, they have the opportunity to cross train into other departments such as Guest Services. This amazing opportunity allows employees to build on their skills and help progress them in their career.



Housekeeping

- Clean guest rooms, storage areas and corridors as allocated
- Ensure guest supplies and advertising material in bedrooms and bathrooms are replenished to the correct standards for the room type
- Carry out programmed / regular cleaning duties as allocated
- Use and clean equipment with care, reporting any defective equipment as set down in procedures manual.
- Ensure all department equipment is maintained to a high standard

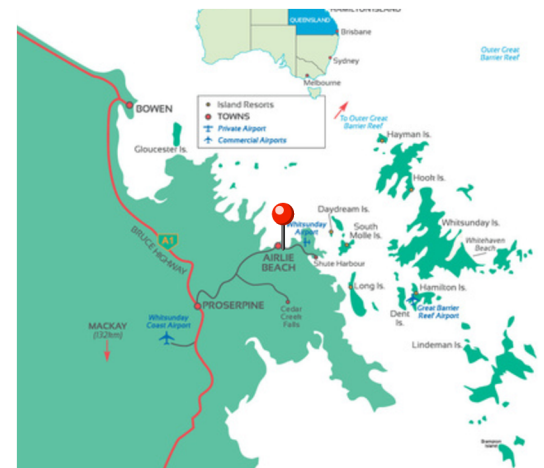


Food & Beverage

- Attend to guests in an efficient, friendly manner whilst adhering to standards and procedures required
- Resolve guest complaints to ensure a positive dining experience
- Actively up-sell food and beverage products. Provide responsible alcoholic beverage services as set out in the Liquor Licensing Legislation.
- Positively contribute to the ongoing development of the resort's food and beverage product and service initiatives.
- Co-operate effectively with fellow workers and all departments within the resort

Working at Club Wyndham

- Employees generally work on a part time basis, with an average of 30-40hrs per week rostered. Employees may be offered additional hours on request especially during peak seasonality. You must learn to balance your study with your work commitments to ensure ongoing success.
- Whilst working at Club Wyndham, Flight Centre Travel Academy can assist you with your initial accommodation at Kipara Village or The Helm - around 2kms from Club Wyndham.
- Minimum of 6 months commitment to the position is required, with uniform (with the exception of shoes) provided and career advancement opportunities for those that commit and deliver in their employment.



FLIGHT CENTRE®
Travel Academy

Application Process



Complete 4 subjects, Candidate Profile, Screening Call & Interview Ready Session

01



Flight Centre Travel Academy will confirm an interview

02



1:1 In Person Interview with General Manager, Housekeeping Manager and/or Food & Beverage Manager. These interviews are conversational, be prepared to talk about your previous experience & what attributes you can bring as an employee to Club Wyndham.

03



Upon successful interview employment is offered by Club Wyndham Airlie Beach

04

Company Values

Employees are encouraged to be their authentic selves as they work within tight knit teams. Club Wyndham call it hospitality with heart.

- H** Hospitality: Treating everyone like family
- E** Engagement: delivering our purpose
- A** Accountability: owning our impact
- R** Respect: considering others in every interaction
- T** Teamwork: succeeding together

Employee Benefits

At Club Wyndham, employees are valued and have various employee benefits. Employees have access to professional development, a reward and recognition program, an online learning catalogue and a supportive and caring team environment! Club Wyndham employees also have benefits such as international hotel and resort discounts.

