

EMPLOYER PROFILE

DAYDREAM ISLAND



About the Company

Offering a unique working environment, Daydream Resort & Living Reef gives you the chance to work and play in this beautiful environment

Refurbished in 2018-19, the resort offers 280 modern rooms and suites

Organised activities programme exclusively for staff including sports, rainforest walks, outdoor activities, movie nights and more

Variety of tours available from kayaking, jet-ski's, living reef experiences and snorkelling.



Room Attendant

- Ensures all guestrooms and public areas assigned are serviced, cleaned and maintained according to standards specified by the property.
- Solo work cleaning guest rooms, storage areas and corridors as allocated.
- Ensure guest supplies in bedrooms and bathrooms are replenished to the correct standards for the room type.
- Carry out programmed / regular cleaning duties as allocated.
- Ensure guest laundry is handled in line with Resort policy.
- Use and clean equipment with care, reporting any defective equipment as set down in procedures manual.
- Ensure the security of keys and guestrooms at all times by adherence to security procedures.

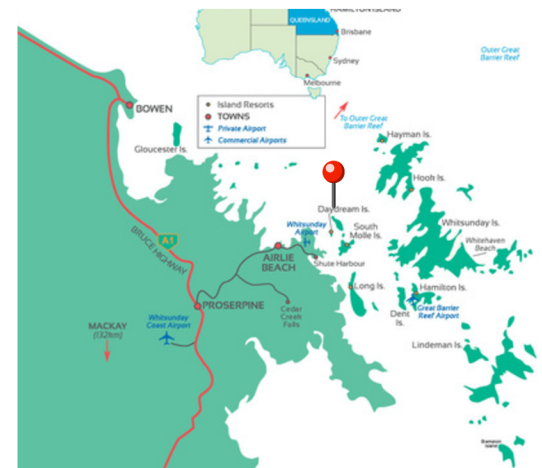


Food & Beverage

- Ensures that the first to the last impressions the guest receives are favorable.
- Attend to guests in an efficient, friendly manner.
- Ensure quality control of all food and beverages to guests.
- Ensure all food and beverage areas are maintained in a hygienic, tidy and safe manner as set out by the cleaning roster and management.
- Provide responsible alcoholic beverage services as set out in the Liquor Licensing Legislation.
- To always relay guest complaints and comments to the Supervisor or Manager and where possible solve any guest problems
- Be aware of all resort promotions.

Working at Daydream Island

- Employment is part-time, however based on the nature of the industry this can often involve full-time hours ie. 38hrs per week plus. You must learn to balance your study with your work commitments
- Positions in housekeeping and food & beverage can be physically demanding and often involve extended shifts, requirement to lift / push heavy trolleys (mainly housekeeping) and working in a tropical (humid) environment
- Most employees live in the basic, on-island staff village. This village is a 10min walk to the resort. A small number of positions live-off island. Your Daydream Island Resort recruiter will discuss with you if your position is live-on. If you role is live-off island, FCTA will assist you with your accommodation at Kipara.
- Minimum of 6 months commitment to the position is required
- Uniform (with the exception of shoes) is provided for all employees



Application Process



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

01



Flight Centre Travel Academy will confirm an interview

02



Hotel Talent & Culture Team will conduct a group interview during this island visit. It is your opportunity to show how well you work within a team. Be prepared to ask questions and to discuss the skills that may be required across roles such as Housekeeping, Food & Beverage Attendants, and Guest Services. This interview will also include an extensive site inspection.

03



Upon successful interview, references are done & employment offered

04

Employee Benefits

- Exclusive staff village facilities such as a dedicated swimming pool, gym and social area
- Organised activities program exclusively for staff - sports, rainforest walks, movie nights + more
- Discounted travel and tour rates with various companies in the Whitsundays
- Staff are provided subsidised staff meals and desserts cooked and prepared daily by our very own chefs
- Training programmes and policies in place to support continuous professional and personal development
- Highly value applications by candidates that are willing to commit to at least 6 months of continuous employment

