

# EMPLOYER PROFILE

## HAYMAN ISLAND



### About the Company

InterContinental Hayman Great Barrier Reef is home to an immersive collection of 182 guest rooms, suites and villas.

Four distinct wings – Pool, Lagoon, Pavilion and Beach – are artfully intertwined with spectacular swimming pools, panoramic seascapes, and tropical rainforest gardens, while four Hayman Residence's sit atop the island's prestigious hilltop.

Nestled at the northernmost point of Australia's Whitsunday archipelago, Hayman Island is the nearest Whitsunday Island to the Great Barrier Reef's outer reef.



### Room Attendant

- Servicing four distinct wings - Pool, Lagoon, Pavilion and Beach - and the Hayman Residences
- Ensures all guestrooms assigned are serviced, cleaned and maintained according to standards specified by the property.
- Ensure guest supplies and advertising material in bedrooms and bathrooms are replenished to the correct standards for the room type.
- 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. Report any suspicious persons or items to the Housekeeping Supervisor.

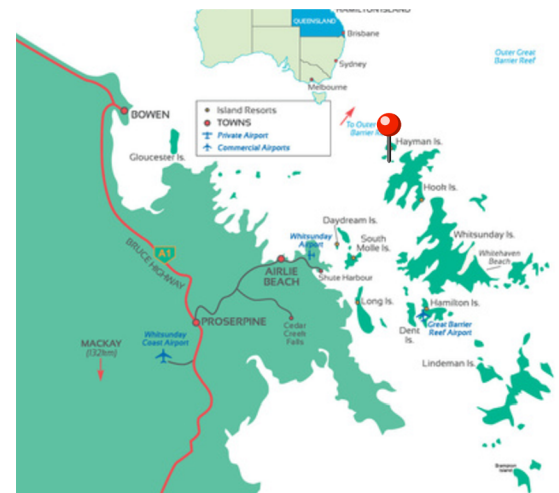


### Food & Beverage Attendant

- Attend to guests in an efficient, friendly manner whilst adhering to standards and procedures required
- Resolve guest complaints or escalate where necessary to ensure a positive dining experience
- Be aware of all promotions, actively up-sell food and beverage products. Provide responsible alcoholic beverage services as set out in the Liquor Licensing Legislation.
- Positively contribute in 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, promoting inter-departmental relations.
- And more...

### Working at Hayman

- We work closely with the Hayman Island People, Culture & Development Team to recruit people into the right roles that will both suit your existing experience, leverage your strengths, set you up for success and provide you with the chance to build your experience with an industry-recognised, leading tourism employer! They value a positive attitude, commitment, willingness to learn and resilience.
- You must be 18yrs or older to be employed on Hayman Island.
- A Responsible Service of Alcohol certificate is required for most positions including F&B, and Housekeeping attendants
- Tattoos are not permitted on neck or face, and visible tattoos are not allowed to be offensive or obscene (to be determined by HR). If you fail to declare tattoos during the recruitment process, your employment may be terminated within 48hrs of arriving on island.



## Application Process



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

01



**Flight Centre Travel Academy will confirm an interview**

02



**Participate in an in-person interview with People & Culture Team and Department Manager. These interviews will be formal, be prepared to extensively discuss your transferrable skills and what attributes you can bring as an employee to Hayman Island. This in-person interview will include a site inspection.**

03



**Upon successful interview, references are done & employment offered**

04

## Employee Benefits

- Comprehensive Training & Induction: Opportunities for skill development and career advancement.
- A dedicated Staff Village with diner for meals & snacks. There is also access to a shop for basic groceries.
- A schedule of events with a focus on activities is available to staff, including a staff Bar with live music and theme nights.
- Uniforms are supplied and laundered.
- Reward & Recognition Program.
- The management team provide a personalised, supportive environment across all teams.
- Exclusive staff village facilities such as a dedicated swimming pool, gym and social area
- Highly value applications by candidates that are willing to commit to at least 6 months of continuous employment

