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| **Reception and Customer Service** | **50** |        Provide mini orientation to all check in guests  Interact with guests  Provide local knowledge and information  Respond to emails and guest inquiries from  Assist with tourism requests from guests  Record and respond to guest concerns  Inform guests of all OZiHOUSE rules and regulations |
| **Entertainment, Atmosphere, Activities** | **30** |   Update notice board on a regular basis with OZiHOUSE events Regularly update social media sites, Facebook  Together with other Hm's plan house events Maintain a positive atmosphere in the house Organize and execute activities and special events Engage guests directly  |
| **Housekeeping** | **20** |   Conduct regular house checks of cleaning conditions Check and maintain OZiHOUSE standards are being maintained in all common areas: Furniture, dishes, etc are all in original settings Wash and dry laundry. Maintain clean linen stocks Ensure that regulations for safety and sanitation are being met for example: No rubbish bags next to bins, food on kitchen floors etc Check lights, water taps, showers and sinks on an hourly basis when possible |

OZiHouse – 호주, 멜버른

Customer Service Assistant