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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