



ACCOR

*Indigenous
Careers Program*

HOTEL DEPARTMENTS AND ROLE DESCRIPTIONS



Hotel departments and role descriptions



*Diverse opportunities
exists through multiple
departments*



Role summary and rating

This summary provides an outline of role requirements and opportunities within Accor

DEPARTMENT / ROLE	SUMMARY OF DUTIES	CUSTOMER INTERACTION	FITNESS / HEALTH	SHIFT FLEXIBILITY	SKILLS TRANSFER / CAREER OPP
FOOD & BEVERAGE	Preparation and service of food and beverage Clearing and cleaning of food and equipment Functions, events and meetings RSA required	★★★★	★★★	★★★★★	★★★★★
FRONT OFFICE RECEPTION	Greet and serve guests, be the face of the hotel Check guests in and out of hotel on computer system Make reservations Money handling and computer skills required	★★★★★	★★	★★★	★★★★★
FRONT OFFICE PORTER	Greet and serve guests, be the face of the hotel Transport cars, bags and give directions to guests Make dinner, tours and other reservations Drivers license required	★★★★★	★★★	★★★	★★★★★
HOUSEKEEPING	Cleaning rooms and public areas Making beds and servicing bathrooms Laundry operations Some heavy lifting required	★★	★★★★★	★★★	★★
ENGINEERING & MAINTENANCE	Respond to guest requests Fix plant and equipment Painting and decorating Maintain records	★★	★★★	★	★★
SALES, MARKETING, HR, FINANCE, MANAGEMENT	Minimum 3 years work experience or degree desirable	★★★	★	★	★★★★★

Food and Beverage

Food and Beverage Attendant
Conference and Events Attendant
Food and Beverage Shift Supervisor
Food and Beverage Manager



Responsibilities

- Hand out menus, explain items and any specials
- Servicing food and beverage to guests
- Folding napkins, polishing cutlery and glasses
- Refilling the buffet and making coffee
- Stocking, and preparing mini-bar for guests
- Taking room service orders for guests staying with the hotel
- Work well under pressure and with team members

Typical shift summary 3-8 hours

Breakfast: 5-11am

Morning: 7am-12pm

Afternoon: 3-11pm

Meetings and conferenced starts: 7am/10am/3pm/5pm

Dinner service and events: 5pm-midnight or later

Kitchen hand

Kitchen Steward
Kitchen Attendant



Responsibilities

- Wash and clean utensils and dishes, and make sure they are stored appropriately
- Clean food preparation equipment, floors and other kitchen tools or areas.
- Upkeep of storage areas and assisting in stock movement
- High standard of healthy and safety rules within the kitchen area
- Assisting Head Chef and team as required
- Deep cleaning of areas including loading dock and removal of waste items

Typical shift summary 3-8 hours

Breakfast: 5-11am

Morning: 7am-12pm

Afternoon: 3-11pm

Meetings and conferenced starts: 7am/10am/3pm/5pm

Dinner service and events: 5pm-midnight or later

Cook / Chef

Grade 1 Cook
Grade 2 Cook
Commis Chef
Demis Chef
Chef de Partie
Sous Chef
Executive Chef



Responsibilities

- Prepare and plate menu items with creative flair for customers
- Monitor food preparation, stock and wastage
- Store all cooked and pre-cooked food correctly
- Maintain a clean, hygienic, kitchen space
- Assist Head Chef with menu preparation
- Be familiar with the kitchen area

Typical shift summary 3-8 hours

Breakfast: 5-11am

Morning: 7am-12pm

Afternoon: 3-11pm

Meetings and conferenced starts: 7am/10am/3pm/5pm

Dinner service and events: 5pm-midnight or later

Front Office

Receptionist

Porter

Front Office Manager

Night Manager

Night Auditor

Reservations Agent



Responsibilities

Answering telephone and email enquiries

Responding to and solving guest enquiries

Checking guests in and out of hotel

Allocating rooms, upgrades for guests

Being an advocate for Accor's loyalty program, Accor Live Limitless

Assist with planning the next steps for hotel guests

Provide local information and advice to guests

Typical shift summary 3-8 hours

Morning: 7am-3pm

Afternoon: 2:30-10:30pm

Overnight: 10.30pm-7am

Housekeeping

Room Attendant
Public Area Attendant
Laundry Attendant
Laundry Supervisor
House person
Assistant Housekeeper
Executive Housekeeper



Responsibilities

- Clean the bathroom and replenish bathroom amenities
- Change bed linen and make beds up to standard
- Fold towels, hand towels, face washers and bathmats
- Report any technical issues and maintenance needs
- Ensure all assigned rooms are clean and tidy by end of the shift
- Help guests retrieve lost items and follow Accor's lost property procedure
- Houseman and public area cleaner role

Typical shift summary 3-8 hours

Daily: 7am-3pm
Start times may vary

Engineering and Maintenance

Grounds Keeper

Grounds Person

Electrician

Painter

Carpenter

Duty Technician

Maintenance Manager

Assistant Chief Engineer

Chief Engineer



Responsibilities

Liaise with hotel employees to assist in the day to day maintenance requirements of the hotel and report back on completion

Note repair for any equipment that may appear or sound faulty

Ensure all equipment of the hotel is maintained, used and stored correctly

Assist in keeping up to date records on the repair and maintenance of plant and equipment

Prior learning, qualifications and experience may be required

Typical shift summary 3-8 hours

Morning: between 7am-5pm

Afternoon: 1pm-9pm

Human Resources

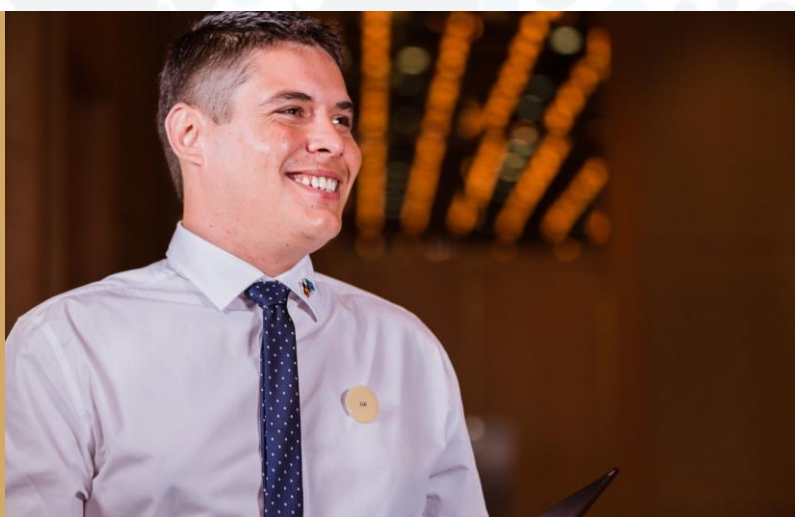
Human Resources Administrator

Human Resources Coordinator

Assistant Human Resources

Manager

Human Resources Manager



Responsibilities

Assist with employee queries and respond to external queries regarding employment opportunities

Assist with the set-up and orientation of new starters

Undertake general team administration duties

Assist with recruiting new employees including updating position descriptions and posting advertisements for vacant roles

Maintain HR policies and forms

Assist with OHS policies and procedures for the hotel

Prior learning, qualifications and experience may be required

Typical shift summary 8 hours

Monday to Friday: 9am-5pm

Finance

Accounts Payable Clerk

Accounts Receivable Clerk

Payroll Manager

Assistant Financial Controller



Responsibilities

Respond to customer and employee queries via phone and email

Create invoices for debtors

Verify and prepare incoming invoices for payment

Prepare balance sheets/ledgers for reconciliation and end of month reporting

Update and maintain internal/external invoicing system

Monitor overall budget for the hotel as well as individual departments

Prior learning, qualifications and experience may be required

Typical shift summary 8 hours

Monday to Friday: 9am-5pm

Reservations and Sales

Sales and Marketing Coordinator

Reservation Sales Agent

Marketing Manger

Reservations Sales Manager

Revenue Analyst

Revenue Manager

Director of Sales



Responsibilities

Provide exceptional customer service

Respond to internal and external queries via phone and email

Process and input reservations into hotel database

Deliver a positive selling approach to customers through telemarketing to new customers

Generate sales reports on a weekly basis

Perform general team administration

Prior learning, qualifications and experience may be required

Typical shift summary 8 hours

Monday to Friday: 9am-5pm

Career opportunities

Additional training & development

Work, learn & travel

Cross train to other departments

Experience different hotel brands

Established career & leadership training programs





ACCOR

RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELF1