

Your guide to creating a job description

Whether you're replacing someone in an existing role or hiring someone for a new role at your hotel, it's important to find a person with the right skills, experience and fit for your hotel. It's important to set the expectations of the role and a good job description will help you do that.

To help, we've created a bank of job descriptions, covering frontline and management roles - you can find them in the Hiring Tools section in People Tools on Merlin. These are all available in 'word format' and are designed to be used either as they are or adapted to suit your hotel's needs. See an example job description on page 2.

There are two ways to create a job description

1

Using the existing pre-written job description

Go to the Hiring tools section in People Tools on Merlin. Download your hotel branded template and the job description you need, and follow the steps below.

Step 1.

Hotel
branded
template



Step 2.

Cut and paste
pre-written
job description



Step 3.

Add any hotel
preferences



**Ready to use
job description**

2

Writing a new job description

You may find you have a need for a very specific job description that hasn't already been pre-written. Go to the Hiring tools section in People Tools on Merlin. Download your hotel branded template and follow the steps below.

Step 1.

Hotel
branded
template



Step 2.

Add your specific
job description
content



**Ready to use
job description**

TIP - you may find it easier to take an existing job description and overwrite it.

Example Job Description

Room Attendant

Job Band – H10

Department – Housekeeping

Hotel Level – All Levels

Reports to – Executive Housekeeper

Welcome. Now that you're part of our family, let's explain the role you'll play.

What's the job?

As a Room Attendant – you'll make sure our rooms and suites are always 'fresh and welcoming' for our guests after a busy day at work – creating a haven for them to escape and relax in - or get a bit of last minute work done.

Your day-to-day

You'll make sure our rooms are always at their best - we have standards - but it's down to you to make that room special and memorable for guests

Help guests - you'll be happy to help if someone needs a toothbrush or directions for example

Keep your supervisor updated on room service progress and alert them to any repairs needed

What we need from you

It's a physical role and you'll be on your feet most of the day, so fitness is important

Strength – with occasional lifting of items up to 50 pounds / 23 kilograms and or push/pulling heavy objects

You'll might need to bend and kneel to complete some activities

Literacy skills - reading, writing and basic maths skills

Flexible attitude to shifts – you may need to work nights and weekends

How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all hotels.

Each hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Use a title that a candidate will search for

Add relevant information

Describe the essence of the role – focussing on the impact on guests. Check out any of the Job Descriptions - in People Tools on Merlin - to give you some ideas.

List daily tasks and the results to be achieved in this role, generally include those duties that account for 10% or more of the work – not every single detail. You should limit the list of tasks to a total of 10–12 items for this section.

List requirements and the results to be achieved in this role, generally include those duties that account for 10% or more of the work – not every single detail. You should limit the list of tasks to a total of 10–12 items for this section.

Pre-written text / do not change

Employee Name (Print)

Employee Signature

Date