

RUMI

Rumi Recruitment

Thank you for expressing an interest in working for Rumi, we are delighted to have you and look forward to talking to you about our Luxury Eco Resort.

Please complete the form in full and return to us.

A bit about Rumi

Rumi is a new Luxury Eco Resort, located on Louth Island approximately 3kms from Louth Bay by boat. We are launching Rumi Reveal, which is New and Exclusive Limited Luxury Accommodation and Immersive Experiences from mid-November 2023.

Our Mission Statement

Rumi on Louth is committed to Sustainability & **Ecology** and providing **Unique, Quality, Immersive Experiences**. We invest in our **People & Culture** to create Empowered & **Dedicated Teams** to show **Genuine Care, Professionalism** and to deliver **Memorable Experiences** with elements of **Delight & Surprise**.

RUMI Making Magic

Rumi aims to be unique in the way we think about our guests, we want to be exceptional at Guest Service with every interaction, in every way. What we stand for:

- R** Real – real genuine people
- U** Unique – celebrate our uniqueness in every way
- M** Memories – special memories for every guest
- I** Immersive experiences – getting into the wild and free spirit
- M** Meaningful – caring for the environment
- A** Agile – thinking on our feet
- G** Greatness - being the very best we can be
- I** Interactive – being interested in every guest and interact when we can
- C** Caring – Having a Caring Attitude

LOUTH ISLAND, EYRE PENINSULA, SOUTH AUSTRALIA

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Tell us more about you....

Name:
Address:
Mobile:
Email:
Date of birth:

We are looking to understand what type of attributes you may have, please tick which attributes below you believe apply to you

- | | | | |
|--------------------------|---|--------------------------|--------------------------------|
| <input type="checkbox"/> | Never say no attitude | <input type="checkbox"/> | Caring and genuine |
| <input type="checkbox"/> | Think outside the box | <input type="checkbox"/> | Professional |
| <input type="checkbox"/> | Go the extra mile | <input type="checkbox"/> | Passionate |
| <input type="checkbox"/> | Care about guests and whether or not they have a great time | <input type="checkbox"/> | Risk adverse for WHS things |
| <input type="checkbox"/> | Honourable | <input type="checkbox"/> | Fun and personable |
| <input type="checkbox"/> | Innovative | <input type="checkbox"/> | Unique |
| <input type="checkbox"/> | Compassionate | <input type="checkbox"/> | Amenable |
| <input type="checkbox"/> | Funny | <input type="checkbox"/> | Have great attention to detail |

We will request a full Police Clearance Form, if you are successful in your interview. Do you currently have a Police Clearance Form completed within 1 year of today's date?

- Yes
 No

Would you have any concerns if we requested a Police Clearance if you don't have a current one?

- Yes
 No

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Do you have full working rights in Australia?

- Yes
 No

We do have positions available that require some physical strength and ability, please tick which is most appropriate.

- Fully physically fit, with no issues
 Some physical limits physically
 Very restricted with physical work

How is your swimming ability?

- Strong
 OK
 Weak

As we are an island, we have to travel by boat to get to work, are you ok travelling by boat? (sometimes in heavy winds)

- Yes
 No

Which areas of Rumi's Mission Statement interest you?

- | | |
|--|--|
| <input type="checkbox"/> Sustainability | <input type="checkbox"/> Ecology |
| <input type="checkbox"/> Unique, Experiences | <input type="checkbox"/> Quality Experiences. |
| <input type="checkbox"/> Immersive Experiences | <input type="checkbox"/> People & Culture |
| <input type="checkbox"/> Empowered & Dedicated Teams | <input type="checkbox"/> Genuine Care. |
| <input type="checkbox"/> Professionalism | <input type="checkbox"/> Memorable Experiences |
| <input type="checkbox"/> Delight & Surprise | |

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Guest Service Multiple choice

Don't worry if the question is not around your area of expertise, we are trying to understand how you think of the guest and guest services.

Tick the box that best suits how you would handle the following situations:

1. You have cleaned an area in the restaurant and closed it off near to closing time. A guest approaches and asks if they can sit in that area, do you:

Tell them politely that you have just cleaned the area and ask them to find an alternative seat somewhere else.

Open the area, and say of course, stay a little later to clean.

Tell them that unfortunately you have cleaned the area, but as you're closing you would require them to sit somewhere else, find them an alternative table and attend to them immediately so they feel valued.

2. You are approached by a guest in the bar area, who asks you if you have stock a wine you know you don't have, do you:

Apologise, take the time to find them a suitable alternative and then go and see if you can find the wine on the mainland and get it for them as a surprise.

Apologise profusely and explain we don't currently list that wine.

Say sorry, and take the time to find out what type of wine they are after, and find an alternative.

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3. You have just cleared the kayaks away for the day, as no one has been using them and you only have an hour before you close, a couple of guests approach to ask if they can go out on the kayaks:

Untie the kayaks and permit the guests to go out, explaining that they must be back within the hour to ensure they are back before the closing time.

Explain that we don't allow guests to use the kayaks past a certain time and they wouldn't have chance to enjoy it, apologise and explain the times for next time

Give the guests the kayaks, and direct them to go a certain way around the island to get the most out of their experience, explain that the closing time is within the hour, but if they are a little longer it would be ok.

Say sorry, explain the times we run the kayaks, and tell them you'll reserve one for them tomorrow first thing.

4. A guest approaches you and asks you about the solar powerhouse, they are very interested in it, you know a little but not much, do you:

Tell them what you know, and then apologise you don't know too much.

Tell them what you do know and then explain you'll get someone to come and give them more information, radio through to someone on duty to get them to come and deliver a tour.

Tell them what you know, then make up some stuff you think sounds about right, so they are happy

5. You work in grounds and maintenance, a guest comes to you and doesn't seem very happy, they raise a complaint to you about their room and state it isn't very clean, do you:

Apologise, get the details of their room and tell them you'll get someone onto it. Radio the housekeeping team to go and sort.

Apologise, get the details of their room, get them a drink from the restaurant or something to soften the blow, radio housekeeping and then radio the duty manager.

Apologise but say its not your area, and get the duty manager immediately.

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6. A guest comes up to you in the resort, and states that they have run out of shampoo. They tell you they use a specific shampoo, but have been using the one left complimentary in the room, do you:

Empathise with the guest and offer them some more complimentary shampoo for their stay, get it there and then and give it to them

Ask the guest about the shampoo they use, and tell them you will get it for them

Ask the guest about the shampoo they use, tell them you will try and get it for them and arrange for some complimentary shampoo to be placed in their room as a backup.

Ask the guest about the shampoo they use, tell them you will try and get it for them, tell them you will arrange for some complimentary shampoo to be placed in their room as a backup. Then call the Guest Services Manager pass on the information and follow up.

Rumi Guest Service Promise

Each member of the team here at Rumi, is committed to Guest services in their own way.

Rumi sees our team members as individuals, and we want you:

- to be yourself
- be empowered to do the right thing
- provide you with the knowledge so you can do the right thing
- provide you with the tools and equipment to make your role easier, giving more time for the guests.

If we **promise** to do the above, what do you promise to do for our guests.

Below we would like you to write a personal statement about what you promise, within your role, to deliver for each and every guest.

It can be heartfelt

It can be bold

It can be passionate

It can be plain and simple

What it cant be:

Something you cant commit to

Something you don't believe in

Something disingenuous

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My promise to each and every Rumi guest is:

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