### **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

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

Never say no attitude	Caring and genuine
Think outside the box	Professional
Go the extra mile	Passionate
Care about guests and	Risk adverse for WHS things
whether or not they have a	
great time	
Honourable	Fun and personable
Innovative	Unique
Compassionate	Amenable
Funny	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

Do you have full working rights in Australia?

Γ	

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)

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Yes No

Which areas of Rumi's Mission Statement interest you?

Sustainability	Ecology
Unique, Experiences	Quality Experiences.
Immersive Experiences	People & Culture
Empowered & Dedicated	Genuine Care.
Teams	
Professionalism	Memorable Experiences
Delight & Surprise	

#### **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 and 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.

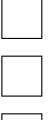


Apologise profusely and explain we don't currently list that wine.



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

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.

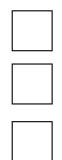
Explain that we don't allow guests to use the kayaks past a certain time and they wouldn't have chance to enjoy it, apologise and explain the times for next time

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.

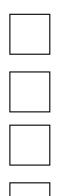


Apologise, get the details of their room, get them a drink from the restaurant or something to soften the blow, radio housekeeping and then radio the duty manager.



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

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 complementary in the room, do you:



Empathise with the guest and offer them some more complementary 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 complementary 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 complementary 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

My promise to each and every Rumi guest is: