

Lodge Attendants on the Milford and Routeburn Tracks

Thank you for your interest in working for Ultimate Hikes.

Annually we recruit around 150 staff for our summer hiking season. Most of them are based on the Milford, Routeburn or Greenstone Tracks.

Ultimate Hikes are guardians of the environment we operate in. We are leaders in the safety and education of visitors to the region and we are responsible for the health, safety and wellbeing of the people who live and work there on our behalf.

We take this commitment very seriously and pledge that everything we do will be in keeping with our own Tiaki Promise - caring for people and place.

The team in each lodge includes:

- ❑ Lodge Manager
- ❑ Relief Lodge Manager/Attendant
- ❑ Lodge Attendants
- ❑ Chefs and Cooks

Lodge Attendants

Great hospitality and clean and comfortable surroundings are the benchmark of our guided walk experience and what our walkers appreciate above all things.

Lodge Attendants play a vital role in the wellbeing of our walkers. They live in the lodges and carry out a variety of tasks on a rotational basis, working as a team to provide for the care of guests coming through the lodges daily.

Lodge attendants work as a team getting the lodge ready for walkers each day but they also have time to relax and enjoy the environment in and around the lodge. It's a great opportunity to save money while enjoying a unique experience with like minded people.

Lodge Attendant duties

Attendants have a varied workload based on rostered days as agreed with the Manager. On any given day a Lodge Attendant's duties will be made up of the following:

- ❑ Food preparation and service of guest meals, being a buffet style breakfast, laying out lunch ingredients for guests to make sandwiches/salads, and a seated three course dinner in the evening.
- ❑ Meeting and greeting guests. Each day a different group of walkers will arrive. They are greeted by a host, who welcomes them, offers refreshments and shows them to their rooms.
- ❑ Assisting the Lodge Manager with general lodge maintenance and with the regular re-supply by helicopter.
- ❑ Cleaning the main lodge areas
- ❑ Making up rooms
- ❑ Laundry
- ❑ Kitchen cleaning

Training

Training will be provided in Queenstown and at a lodge prior to the season starting. Prior housekeeping and hospitality experience would be an advantage.

Hours

Staff are paid a daily rate and the number of hours worked in a day may vary, but on average it will be 8 - 9 hours.

Uniforms

We provide you with a uniform. We have staff laundry facilities at the lodges.

Accommodation on track

Lodge based staff pay a nominal charge for food and lodging on track. This amount is charged on a weekly basis excluding weeks off track.

All staff have their own room and share bathroom facilities within the staff quarters.

We can (within reason) transport most personal items to lodges.

Accommodation on leave is not provided.

Days off

On the Milford Track, you will be living at the lodge for around 4-5 weeks at a time, with regular days off. This is when you can explore your surroundings - there are great locations near each lodge to relax in nature and most provide a refreshing swimming spot!

You will also be rostered for a week off track every month or so.

On the Routeburn Track you will be living at the Lodge for two weeks with one week off.

Rosters are set at the start of the season. Requests to change may be considered but consent is not guaranteed.

Where will I be working and how will I get there?

The lodge you will be assigned to is based on getting the best possible team on each track. We will however take any preference that you may have into account.

You will generally be at the same lodge all season. Most lodges are remote, and you may need to walk in and out on your weeks off.

Communication while on track (phones and internet)

Personal communication is limited while you are on track. There is no cellphone reception. The internet is via satellite and available on lodge computers only. You can send and receive emails, and check your Facebook page etc, but you can't download large files or use video based apps like facetime. Mail and packages can be sent to the UH office for delivery to you on track.