

# Lodge Host on the Greenstone Track

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.

## Lodge Host

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

Lodge Hosts play a vital role in the wellbeing of our walkers. They live in the lodges while our walkers are on the Greenstone Track, moving between Steele Creek Lodge and McKellar Lodge, providing for the care of guests coming through the lodges daily.

Lodge Hosts get the lodges ready for walkers each day and are then supported by the guides while the walking group is at the lodge. They also have time to relax and enjoy the environment in and around the lodge, working split shifts when required. They work 5 days on, 2 days off, returning to Queenstown for their days off before returning to the lodges for the next 5 day rotation.

## Lodge Host duties

Hosts have a varied workload and on any given day a Lodge Host's duties will be made up of the following:

- ❑ Food preparation, cooking and service of guest meals, including breakfasts, one lunch and dinners to a set menu, and on two days preparing and setting out lunch ingredients for guests to make sandwiches/salads
- ❑ Meeting and greeting guests who you will host for 3 consecutive nights each week. They are greeted by the Host, who welcomes them, offers refreshments and shows them around the lodge
- ❑ Cleaning the main lodge areas
- ❑ Making up rooms and cleaning bathrooms
- ❑ Laundry
- ❑ Kitchen cleaning
- ❑ Maintain the smooth operation of the lodges, facilities, infrastructure and services, ensuring equipment is working
- ❑ Assisting with the regular re-supply of lodges by helicopter

## **Training**

Training will be provided in Queenstown and at a lodge prior to the start of the season. 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 laundry facilities at the lodges.

## **Accommodation on track**

Lodge Hosts have accommodation provided while they are working on track. For the two days that they are in Queenstown, Hosts will not be provided accommodation and will need to make their own arrangements.

With the exception of one night a week, Lodge Hosts have their own room and share bathroom facilities; however once a week they will share with another Lodge Host.

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

## **Days off**

On the Greenstone Track, you will be living at the lodges for five days at a time, with two days off.

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

You will work at both of the lodges on the Greenstone Track, walking in to the first lodge on day 1, walking between the lodges on day 2, then walking out to the road end on day 5.

## **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 at the second lodge only and available on the lodge computer 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 collection in Queenstown or delivery to you on track.