

Position Description – Greenstone Track Host

Ultimate Hikes are the exclusive operators of multi day guided walks on the famous Milford, Routeburn & Greenstone Tracks.

The tracks are New Zealand's most iconic of the Great Walks, and along with the Greenstone Track, showcase the majestic nature of Fiordland and Mt Aspiring National Parks. We combine the opportunity to inhabit these great locations and challenging hiking tracks with the comfort of private lodges and unique hospitality in the most remote of locations.

Over the season we employ a range of people who work together to make our guided walks the most memorable experience for our guests.

Purpose

The Greenstone Track Host is responsible for the day-to-day housekeeping, preparation and cooking of lodge meals for guests and staff while using a set menu each day of the season, and ensuring a high level of hospitality is delivered, in line with the company's expectations.

Relationships

The role reports to the Lodges Manager and Operations Manager, and also works closely with the General Manager, Duty Managers, Guide Manager, Stores Manager and overall Operations team.

Location

The role is based at the remote lodges on the Greenstone Track. These lodges are inaccessible by road.

Hours of work

The role is seasonal and hours worked are as necessary to carry out your duties. This will involve a minimum of 40 hours per week and will include working at weekends and evenings.

Key responsibilities

Greenstone Lodge Hosts play a significant role in Ultimate Hikes successfully providing an excellent experience for our guests while on track. We expect our Greenstone Lodge Hosts to approach each working day in a positive and enthusiastic manner. Hosts' tasks include but are not limited to:

People

- First impressions are managed and delivered, providing a welcoming lodge environment for our guests with high standards of service, meals and housekeeping, in line with company expectations in terms of quality and delivery
- Housekeeping duties include but are not limited to cleaning, laundry, servicing bedroom units, cleaning bathrooms, bed making and vacuuming

- Prepare, cook and present up to 24 guest and 4 guide nutritious meals per day from a set breakfast and dinner menu, in line with company expectations in terms of quality and delivery
- Follow the recipes set by the company and prepare meals ensuring they are of the same high quality each day and with correct portion control
- Prepare and present tasty snacks for walkers
- Prepare food by weighing, peeling, cutting, slicing and dicing ingredients for cooking and serving
- Prepare food to meet special dietary requirements of both guests and staff
- Maintain a clean kitchen and ensure that the highest possible standards are used in all areas relating to food handling, preparation, health, safety and hygiene, and that all work areas, equipment, utensils, dishes and cutlery are correctly washed and sanitised
- Ensure that all food is stored correctly, and that refrigerators are set to the correct temperatures
- Assist with loading and unloading of supplies as required, and working with the Stores Manager when food supplies are low
- Relate to and easily communicate with a wide range of people and personalities in a professional manner
- Ensure that the Food Control Plan and liquor sale compliance requirements are met by staff at the lodge
- Maintain a safe, harmonious, enjoyable work place environment for staff

Administration

- Complete accurate, timely and relevant lodge reports, as required
- Maintain regular contact/feedback with the Operations team to ensure any lodge, staff and customer matters are dealt with in a timely way

Health & Safety

- Greenstone Lodge Hosts must comply with the Safety Management System when working
- Identify and report hazards within the workplace. Comply with all procedures
- When handling food, comply with the requirements of the Food Control Plan
- Ensure that equipment is safe and in working condition

Other

- Work as rostered, adapt to roster changes when required, and complete timesheets in an accurate and timely way. Be prepared to work split shifts with varying hours and duties as required
- Ensuring that all aspects of the role are carried out to high standards including maintaining the smooth operation of the lodge, its facilities, infrastructure and services

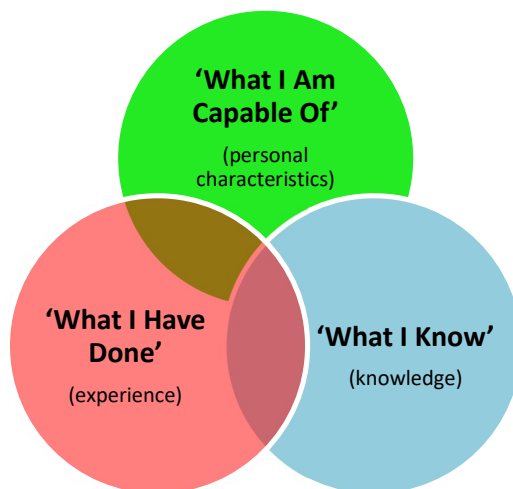
Person specifications

This part of the position description defines the key elements of our Greenstone Track Hosts. These descriptors of what success would look like will assist Ultimate Hikes in a variety of ways including:

- Setting a benchmark for lodge operations
- Assisting in the identification and recruitment of our Greenstone Lodge Hosts
- Assisting in the retention of our team over multiple seasons

To keep the Success Profile simple, a framework comprising three components has been created. The details of each component are outlined in the following pages.

Person specification



What I have done (experience)

To be successful as a Greenstone Lodge Host, it is expected that the individual will have been exposed to experiences that shape their future responses to often challenging situations.

Essential experience:

- A passion for providing exceptional hospitality
- A minimum of six months experience in basic cooking, or have experience working in a commercial kitchen
- You must be able to manage stock and ordering in conjunction with the Stores Manager
- Experience working in a collaborative team environment
- Ability to control outward behaviour especially under pressure
- You must have the right to work in New Zealand

Desirable experience:

- Fluent in a foreign language, in particular Korean or Japanese
- Working in a remote area or location would be an advantage
- Working for Ultimate Hikes or an affiliated Trojan Holdings company

What I know (knowledge)

Our Greenstone Lodge Hosts will need to know their stuff! This will ensure they deliver excellence and will contribute to their personal credibility.

Essential skills:

- High level of physical fitness and enjoy tramping/hiking
- Be able to use computer systems including Microsoft Office

- Ability to adapt in challenging situations, showing resilience
- Ability to work alone at times
- Demonstrable examples of ways in which you have sought knowledge growth and applied new learning and skills by seeking and using feedback
- Ability to control outward behaviour especially under pressure
- Have a current first aid certificate, level 2 comprehensive (NZ) and Managers Certificate
- Great attitude and a strong team player, and have a willingness to go the extra mile to get the job done

Desirable skills:

- A trade or hospitality background

What am I capable of (personal characteristics)

These competencies define clusters of behaviours, knowledge, and motivations that are related to success or failure within the role of a highly performing Greenstone Lodge Host, and ones that we would like you to aspire to.

Essential performance characteristics of all roles in Ultimate Hikes

<p>Driven by achieving results</p> <ul style="list-style-type: none"> • Ability to operate in challenging and high-pressure situations • Stays focused • Seeks challenging performance opportunities 	<p>High-speed learning</p> <ul style="list-style-type: none"> • Continually challenges their own ability • Has a fixation for new learning – is constantly learning and seeking ways to improve • Quickly applies learning to achieve results • Seeks opportunities in learning
<p>Self-awareness</p> <ul style="list-style-type: none"> • Is clear on others’ expectations of them • Understands the impact their behaviour has on others • Challenges their own leadership ability • Remains humble • Continually seeks feedback from colleagues and others • Regularly challenges their own professional knowledge and skills • Knows what they don’t know (i.e. high awareness of their limitations) and recognizes when to seek support 	<p>Passion/tenacity/resilience</p> <ul style="list-style-type: none"> • Being a Greenstone Lodge Host is a way of life, not a job • Passion drives a massive work ethic • Never lets up despite obstacles and setbacks • Ability to achieve difficult results through hard work, perseverance and high energy • A “can do” attitude with strong concept of the “team”
<p>Trust & integrity</p> <ul style="list-style-type: none"> • Is direct and truthful • Keeps confidences • Doesn’t misrepresent themselves for personal gain • Builds empathy • Operates with integrity 	<p>Adaptability</p> <ul style="list-style-type: none"> • Sees others’ views and tailors behaviour and messages appropriately • Ability to maintain effectiveness when experiencing major changes in structures, processes, requirements, environments or cultures

<ul style="list-style-type: none"> • Ability to foster mutual trust and respect as a key component of creating honest one-on-one conversations 	
Energy <ul style="list-style-type: none"> • Maintains stamina and keeps a strong work pace over time • Sustains long working hours when necessary 	Safety <ul style="list-style-type: none"> • Identifies safety issues and problems • Takes corrective action • Upholds safety standards

Specific characteristics

Manages the work <ul style="list-style-type: none"> • Ability to multi-task with proven time management, prioritising and organisational skills • Makes preparations so that own and others work can be done effectively • Schedules to avoid conflict • Leverages resources to complete work efficiently • Stays focused to ensure completion 	Getting the best out of others <ul style="list-style-type: none"> • Understands people and their motivators • Sets challenging performance targets • Builds confidence and belief • Builds capability (characteristics, experience, knowledge) • Adjusts information, communication and approach to different individuals • Able to give and receive feedback effectively • Ability to exhibit different leadership styles to lead a team or project to achieved expected outcomes
Building & maintaining relationships <ul style="list-style-type: none"> • Relates well to all kinds of people • Builds rapport well • Uses diplomacy and tact when needed • Has the patience to listen to others • Remains open to ideas • Supports others • Well developed judgement and sense of integrity to deal with sensitive and confidential issues • Ability to resolve conflict with amicable agreement between more than one party 	Making change happen <ul style="list-style-type: none"> • Recognises which intervention will return the greatest result • Makes the tough decisions • Addresses change resistance • Ensures change improves performance
Planning & prioritising <ul style="list-style-type: none"> • Sets crystal clear and realistic outcomes • Zeros in on critical aspects and puts the trivial aside • Breaks down work into objectives and process steps; relentlessly focussing on detail when necessary • Delegates work to the right people at the right time • Anticipates and adjusts for roadblocks • Evaluates performance against objectives 	