

Position Description – Greenstone Lodge Host

Ultimate Hikes are the exclusive operators of multi day guided walks on the famous Milford & Routeburn 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 to people to work together to make our guided walks the most memorable experience for our guests.

Purpose

The Greenstone Lodge Host is responsible for the day-to-day housekeeping, preparation and cooking of lodge meals for guests and staff, and providing a high level of hospitable service to our guests.

Location

The role is seasonal and based at the remote lodges on the Greenstone Track, which are not accessible by road.

Relationships

The Greenstone Lodge Host reports to the Operations Manager and also works closely with the Purchasing Manager and other Queenstown-based team.

Authority Level

This position carries no financial authority.

Key skills and responsibilities

- Provide guests with a welcoming lodge environment and a high standard of service.
- Undertake all lodge housekeeping duties to the standard expected by the company. Duties include but are not limited to general cleaning, laundry, servicing bedroom units, cleaning all bathrooms, bed making and vacuuming.
- Prepare, cook and present up to 24 guest and 4 guide meals per day, to a set breakfast, lunch or dinner menu at a standard expected by the company.
- Routinely follow the recipes set by the company and prepare meals ensuring they are of the same quality each day and correct portion control.
- Prepare food by weighing, peeling, cutting, slicing and dicing ingredients for cooking and serving.
- Prepare food to meet special dietary requirements to 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 and safety and hygiene, and that all work areas, equipment, utensils, dishes and silverware are correctly washed and sanitised.
- Ensure that all food is stored correctly, and that refrigerators are set to the correct temperatures.

- Ensure that the Food Control Plan and liquor sale compliance requirements are being met at all times.
- Be prepared to work split shifts, with varying hours and duties as required.
- Assist with loading and unloading of supplies as required and notify the Purchasing Manager when supplies are low.
- Maintain the smooth operation of the lodge, its facilities, infrastructure (including power, water and sewerage systems) and services, and ensure that equipment is working.
- Communicate and report to senior management on a regular basis in line with company requirements.
- Fit into a close-knit team, show tolerance of others and work in a positive and mature manner, approaching each day in a positive and enthusiastic manner.
- Be willing to go the extra mile to help others or get a job done.

Health and Safety Requirements

Take reasonable care for your own health and safety and ensure your behaviours do not adversely affect the health and safety of other people as per Ultimate Hikes Health & Safety plan.

Identifying and reporting hazards within the workplace. Compliance with all equipment training.

Experience required

The Greenstone Lodge Host must be able to demonstrate all or some of the following:

- A minimum of 6 months experience in basic cooking, or
- Have experience working in a commercial kitchen, and
- You must be able to manage stock and ordering.
- Ability to work within set timeframes when completing the various tasks and duties.
- Ability to live and work alongside others for long periods of time, getting on with each other, building relationships to create a fun and harmonious work and living environment. You must also be able to work alone at times.
- Enjoy being part of a team, take initiative and willing to go the extra mile to help someone or get a job done.
- Have a great attitude, is a team player and willing to learn new skills.
- Experience working in a remote area or location would be an advantage.
- General Managers' Certificate and First Aid Certificate, which may be obtained during the season.