

## **Position Description – Greenstone Lodge Host**

Ultimate Hikes offers multi-day guided walks on New Zealand's iconic Milford and Routeburn Tracks, showcasing the breathtaking beauty of Fiordland and Mt Aspiring National Parks. Guests enjoy the perfect blend of adventurous hiking, comfortable private lodges, and warm hospitality in some of the country's most remote and spectacular locations. Each season, our dedicated team comes together to deliver truly unforgettable experiences.

### **Purpose**

As a Greenstone Lodge Host, your primary role is to ensure the smooth daily operation of the lodges. You are responsible for cleaning and housekeeping, preparing and cooking meals for guests and staff, and delivering outstanding service aligned with Ultimate Hikes' standards. You'll contribute to maintaining a well-run lodge while being part of a small, close-knit team.

### **Key responsibilities**

Greenstone Lodge Hosts play a significant role in providing excellent experiences 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**

- Create a warm and welcoming lodge environment, ensuring high standards of service, meals, and housekeeping that consistently exceed guest and company expectations.
- Communicate effectively with guests and staff, maintaining professionalism in all interactions.
- Prepare, cook, and present breakfast, dinner and snacks daily for up to 24 guests and 4 guides, following set menus and company standards for quality, presentation and portion control, ensuring consistency in all food offerings and catering to dietary needs.
- Complete onsite stock management controls & charges, and completion of weekly lodge supply orders.
- Maintain proper food storage and rotation, and ensure refrigerators are operating at correct temperatures.
- Consistently represent Ultimate Hikes with professionalism and integrity, demonstrating the company's values in all interactions and responsibilities.
- Foster a safe, enjoyable, and collaborative workplace for all team members.

#### **Housekeeping**

- Perform daily housekeeping tasks including cleaning guest rooms and bathrooms, making beds, vacuuming, laundry, and maintaining lodge cleanliness.
- A thorough lodge clean is required mid-season, again at the end of the season, and as needed in line with our Illness Response Plan.

#### **Administration**

- Accurately complete lodge reports and other required documentation in a timely manner.
- Maintain ongoing and timely communication with the Operations team to ensure prompt resolution of any staff, lodge, or guest issues.
- Complete timesheets accurately and submit them on time.

### Health & Safety

- Adhere to the Safety Management System and promote a positive Health & Safety culture.
- Identify and report workplace hazards, ensuring compliance with all safety procedures, including the Food Control Plan when handling food.
- Ensure that all lodge equipment is safe, well-maintained, and in working condition.
- Oversee and undertake compliance of regulatory tasks, including sewage filter cleans, water, appliances, equipment, food control plan and liquor sale regulations, ensuring all lodge staff adhere to these requirements.

### Other

- Support pre-season lodge setup and maintenance on the Greenstone, Milford, and Routeburn Tracks, working alongside lodge managers and the maintenance team.
- Work split shifts as rostered, including evenings and weekends, and adapt to changing work hours and duties as needed.
- Assist with basic lodge maintenance and repairs as required, ensuring the lodge remains in excellent condition for guests and staff.

### Relationships

The role reports to the Lodges Manager and Operations Manager, and also works closely with the overall Operations team.

### Location

The role is based primarily at the remote lodges on the Greenstone Track. These lodges are inaccessible by road. Work rotation is typically 10 days on, 4 days off.

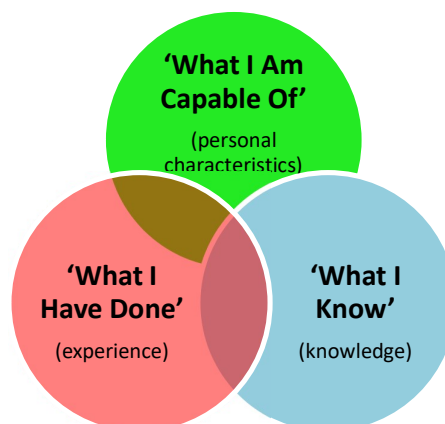
### Person specifications

This part of the job description explains the main qualities we expect from our Greenstone Lodge Hosts. These descriptions of success will help Ultimate Hikes in several ways:

- 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 things simple, the Success Profile has three main parts. Details of each part are explained 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 delivering exceptional guest experiences and 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
- An ability to identify and resolve problems early to ensure the continuity of a strong team and smoothly running lodge
- Confidence in addressing groups, including customers and team members
- 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
- A proven ability to learn, apply new skills and grow through feedback
- Ability to control outward behaviour especially under pressure
- Current Level 2 Comprehensive First Aid (NZ) and Manager's Certificate (supply & sale of alcohol)
- Ability to live and work closely with others, creating a harmonious environment while knowing when to lead and when to join as a teammate.
- Have a great attitude, be a team player, take initiative and be willing to go the extra mile to help someone or get a job done

Desirable skills:

- A trade or hospitality background

### What am I capable of (personal characteristics)

These competencies define the key behaviours, knowledge, and motivations that contribute to success as a Greenstone Lodge Host and are goals we hope you'll strive for.

### Essential performance characteristics

<b>Results Driven</b> <ul style="list-style-type: none"> <li>• Performs well in challenging and high pressure situations</li> <li>• Stays focused and seeks challenging opportunities</li> </ul>	<b>High-Speed Learning</b> <ul style="list-style-type: none"> <li>• Continuously challenges own abilities and seeks new learning opportunities</li> <li>• Quickly applies learning to achieve results</li> </ul>
<b>Self Awareness</b> <ul style="list-style-type: none"> <li>• Self-aware and humble, understanding the impact of their actions on others</li> <li>• Committed to continuous improvement through feedback and self-challenge</li> </ul>	<b>Passion &amp; resilience</b> <ul style="list-style-type: none"> <li>• Driven by passion and a strong work ethic</li> <li>• Perseveres through obstacles &amp; setbacks</li> <li>• Has a strong work ethic, with a “can do” attitude and strong concept of team</li> </ul>
<b>Trust &amp; integrity</b> <ul style="list-style-type: none"> <li>• Acts with honesty, integrity, and transparency</li> <li>• Respects confidentiality and avoids self-serving behaviour</li> <li>• Builds empathy and trust through open, respectful communication</li> </ul>	<b>Adaptability</b> <ul style="list-style-type: none"> <li>• Adjusts behaviour and communication to others' needs</li> <li>• Maintains effectiveness in changing situations</li> </ul>
<b>Energy</b> <ul style="list-style-type: none"> <li>• Maintains stamina and works long hours when needed</li> </ul>	<b>Safety</b> <ul style="list-style-type: none"> <li>• Identifies and addresses safety issues, upholding safety standards</li> </ul>

### Specific characteristics

<b>Manages the work</b> <ul style="list-style-type: none"> <li>• Efficiently manages time, priorities, and resources</li> <li>• Focuses on task completion and avoids conflicts</li> </ul>	<b>Getting the best out of others</b> <ul style="list-style-type: none"> <li>• Motivates and develops others by setting high standards, building confidence, and enhancing skills and capabilities</li> <li>• Adapts communication and leadership style to individuals and situations, while giving and receiving feedback effectively</li> </ul>
<b>Building &amp; maintaining relationships</b> <ul style="list-style-type: none"> <li>• Relates well to all kinds of people</li> <li>• Builds rapport and supports others with diplomacy and tact</li> <li>• Resolves conflict and handles sensitive issues with amicable agreement &amp; integrity</li> </ul>	<b>Making change happen</b> <ul style="list-style-type: none"> <li>• Identifies impactful interventions and addresses resistance</li> <li>• Makes tough decisions</li> <li>• Ensures changes improve performance</li> </ul>
<b>Planning &amp; prioritising</b> <ul style="list-style-type: none"> <li>• Sets clear outcomes and focuses on critical tasks</li> <li>• Breaks work into steps, delegates appropriately, and adjusts for obstacles</li> <li>• Evaluates performance against objectives</li> </ul>	