



Job Title Housekeepers

Date May 2026

Reports To Facilities Manager

Position Description

To be accountable for guest satisfaction through the provision of efficient, professional and detailed housekeeping duties across the Lodge site. Ensuring hygiene standards are impeccable by completing all housekeeping tasks with focus on the well-being, comfort and enjoyment of the guests, contributing to the unique hospitality offering that defines our luxury lodge.

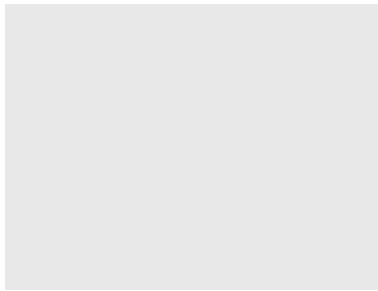
Main Tasks

Core objectives include:

- To take responsibility for efficient cleaning of all elements of guests' rooms and common areas to meet both guest needs & Lodge standards
- Following all Lodge cleaning procedures, using correct technique and standards
- Perform all functions required in the laundry department (washing, drying, ironing) working cohesively with the wider Lodge team
- To maintain all Lodge property, following user instructions and working with care

Duties & Responsibilities

- Maintain cleanliness, presentation & organisation across all the housekeeping functions
- Report any furniture, fixtures & fittings that are missing or require maintenance, pro-actively addressing any issues
- Communicate clearly and professionally with other departments regarding guest bookings, special requirements and additional cleaning tasks (i.e window cleaning, guest laundry, extra amenities)
- Monitor cleaning supplies & equipment communicating replacement or stock levels as needed
- Ensure daily housekeeping site security procedures are followed
- Follow all Lodge Health & Safety guidelines & policies
- Ensure all equipment and work environments are well maintained, safe & operational
- Report any lost property, hazards or maintenance in a timely & accurate manner
- Uphold morale of the team and foster a positive, respectful and collaborative team culture
- Be knowledgeable about the Lodge, Kaikoura and its surrounding districts - sharing, as appropriate, with guests



- Actively participate as a collaborative member of the Lodge team, contributing ideas, attending team meetings and providing constructive feedback
- Have good understanding of other departments and their requirements
- Always comply with the dress standards of the Lodge
- May be asked to represent the Lodge in community activities
- Fulfil other duties as required by management or other department personnel, as required

This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Experience

Housekeeping (ideally in a luxury environment, minimum 1 year)
National Diploma in Hospitality/Tourism management (ideally)

Required Skills

Excellent communication skills; the ability to communicate clearly and concisely, varying communication style depending on the audience
Excellent time management/organization; can accomplish objectives in an efficient and timely manner with the ability to work competently under pressure
Teamwork; willingness to assist and support others and maintain a positive relationship with all other Lodge staff
Attention to Detail; ability to focus consistently on small details to maintain the highest quality of work

Personal Attributes

Positive attitude (essential)
Accountability (essential)
Professional presentation & approach (essential)
Physical fitness (essential)
Enjoy routine (essential)
Adaptable with a positive approach to change (essential)

Other

Committed to the team, the Lodge and its story providing exceptional service
Flexible to work a range of shifts, including weekends & public holidays
Clean Driving License

Acknowledgement

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Signed by Employee

Date

Signed by Management

Date