



Lodge Assistant

Reports To: Lodge and Events Coordinator

Overview

Located alongside Lake Pukaki, Mt Cook Lakeside Retreat has established a reputation for world class luxury lodge accommodation and dining. The Retreat has recently expanded its portfolio adding Moraine Lodge, a luxury wedding and conference venue, and two new luxury villas to its collection.

The Retreat is a busy environment and we consistently receive exceptional feedback from guests on their experience here. Each member of our team is at the heart of achieving this and go the extra mile to help make an exceptional experience for our guests.

We are seeking an exceptional individual with an eye for detail to come and join our five-star team!

The Role

Your main role will include inside and exterior cleaning; set up and provisioning of the accommodations; assistance in the kitchen or front of house for weddings and events; ironing and laundry management; assisting in other areas where required. You will also be called upon to complete a wide variety of jobs within the Retreat including general labouring such as painting or wood mulching.

You will work closely with the Head Chef and the Lodge and Events Coordinator. Every member of our team focuses on working together and you will enjoy the variety of the role, coupled with the ability to problem solve.

There is room to grow in this role and if you enjoy variety and have an 'everything is possible' approach we would love to hear from you.

Duties

The role requires the person to have an eye for detail and exceptional cleaning skills and hygiene techniques. You will enjoy the pressures of tight housekeeping timeframes and being part of the hustle and bustle of weddings and special events. You will be physically fit and strong with excellent interpersonal skills. You will be able to maintain Luxury Lodge standards & code of conduct; have a guest centric approach; attend team meetings; help others out, make and keep promises to guests and your team mates; show guests we value them; be well presented; take pride in your work; maintain security and confidentiality; and be relied on for your honesty and integrity.

Specifically, you will:

- Clean inside and outside areas (including windows, pathways and buildings);
- Set up guest accommodation and events as per specifications;
- Maintain hygiene of spa pools, sauna and gear;
- Maintain the weekly and monthly cleaning schedules for guest accommodations; Moraine Lodge; the Wine cellar & observatory; and the Homestead.
- Ironing and in-house laundry;
- Assist with managing the provision of non-food guest supplies including but not limited to laundry, flowers, pens, notepads.
- Front of house when required;
- Assist with set up and running of events as per run sheet;
- Assist with other duties as required;
- Ideally have a Duty Manager certificate;
- General labouring.

Remuneration is based on your experience and performance.

Onsite staff accommodation may be available and will be considered as part of your remuneration package.

We believe our people are our greatest assets, and love rewarding our hard-working team members. We encourage learning and professional development to help you grow and perform within your career.