



# Job Description

**JOB TITLE:** Host/Housekeeper

**LOCATION:** Rotorua

**POSITION TYPE:** Onsite

**WORKING HOURS:** Rostered including w/e

**REPORTS TO:** Hostel Manager

## Purpose

The Host / Housekeeper is responsible for the smooth and successful operation of the front desk, by ensuring all guest service, financial, operational, and health & safety procedures are adhered to.

Ensuring a high standard of customer service and ensuring seamless functioning of operations whilst on shift in accordance with the hostels policies and procedures.

Adheres to all housekeeping standards, whilst ensuring a high standard of cleanliness is always kept across the property.

## Responsibilities

- Ensure the common areas of the property are always clean and tidy (Including reception)
- Ensure that all Health & Safety policies and procedures are always adhered to
- Identify and suggest areas to improve such as guest touch points and to create points of differentiation
- Proactively promote other Haka properties to all guests
- Handle guest requests accordingly
- To foster and maintain a positive working relationship with your colleagues
- Ensure the daily checklist for your shift has been completed and that any unfinished areas are handed over to the following shift
- Manage check ins and check outs
- Manage guest payments, extensions or rebooking's
- Carry out other duties if requested

## Skills / Qualifications

- Good command of written and spoken English
- Technology savvy and familiar with property systems PMS, POS
- Customer experience
- Team player with a positive, can-do attitude
- Embraces personal accountability, sense of ownership
- Passion for the Youth Tourism industry
- Excellent time management & communication skills
- Exceptional attention to detail

## Key Working Relationships

Internal:	<ul style="list-style-type: none"> <li>○ Hostel Manager</li> <li>○ Operations Manager</li> <li>○ Reservations Team</li> <li>○ Night Manager</li> </ul>
External:	<ul style="list-style-type: none"> <li>○ Guests</li> </ul>

## Performance Metrics

Key Deliverable	Means of Achieving
Guest Experience	<ul style="list-style-type: none"> <li>○ QualMark and internal audit scores are reached</li> <li>○ No serious guest H&amp;S incidents &amp; minimum minor incident reports</li> <li>○ TripAdvisor Ranking within top 5 for area and accommodation type for all properties</li> <li>○ No guest complaints escalated to legal proceedings or financial settlement level</li> <li>○ Key guest feedback trends actively addressed in a timely manner</li> <li>○ Assist reservations with overflow of queries in a timely manner</li> </ul>
Cleanliness	<ul style="list-style-type: none"> <li>○ Clean and sanitise bathrooms, change bed linens, dust surfaces, vacuum floors, replenish amenities (where applicable)</li> <li>○ Clean lobbies, hallways, elevators, and other common areas to maintain a high standard of cleanliness</li> </ul>
Attention to Detail	<ul style="list-style-type: none"> <li>○ Ensure that all areas are thoroughly cleaned and inspected for any missed spots</li> <li>○ Pay attention to small details such as arranging items neatly, ensuring no streaks on mirrors, and checking for any damages or maintenance needs</li> </ul>
Time Management	<ul style="list-style-type: none"> <li>○ Efficiently manage time to complete all assigned rooms and areas within the shift</li> </ul>
Training and Adherence to Standards	<ul style="list-style-type: none"> <li>○ Participate in training to stay updated on cleaning techniques and Haka standards</li> <li>○ Adhere to the hostels policies and procedures to maintain consistency in service quality</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>○ All health &amp; safety protocols are adhered to.</li> <li>○ Understand and adhere to all Haka H &amp; S procedures and policies</li> <li>○ All incidents are reported using the incident reporting form</li> <li>○ Report any major incidents using the incident management table without delay</li> </ul>
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p><b>Whanau</b> The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p><b>Aotearoa Proud</b> We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to</p>

recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.

#### **Keeping it Real**

We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.

#### **Purpose-driven**

Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.

#### **One In a Million**

At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.

#### **Reach For It**

Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.

#### **Sense of Place**

We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home.