

Job Description



JOB TITLE: Night Manager – Queenstown Lakefront

LOCATION: Queenstown

POSITION TYPE: Permanent

WORKING HOURS: Rostered

REPORTS TO: Hostel Manager – Queenstown Lakefront

Purpose

Responsible for the smooth functioning of the night operation of the hostel in accordance with the policies and procedures of the Hostel. Overseeing Night Audit and safety and security of all guests/staff onsite.

To ensure a high standard of cleanliness is kept across all common areas during the evenings whilst on duty.

Assisting in the gathering of group-wide financial data to be completed every night for all properties and assisting with reservation enquiries from time to time.

Responsibilities

- Ensure the common areas of the property are always clean and tidy (Including reception)
- Ensure that financial reports are accurate and completed in a timely manner
- 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
- 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 as requested
- Ensure night audits are completed in an accurate and timely manner
- Represent management in their absence always acting as an ambassador to the property.
- Always be security conscious to monitor 'visitors' and undesirables in the property.
- Assist Reservations team with overflow.

Skills / Qualifications

- Good command of written and spoken English
- Customer experience
- Embraces personal accountability, sense of ownership
- Passion for the Youth Tourism industry
- Excellent time management & communication skills

- Exceptional attention to detail
- A sound knowledge of health and safety requirements
- Ability to work in isolation
- Proficient with using excel and other data sets

Key Working Relationships

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| Internal: | <ul style="list-style-type: none"> ○ Hostel Manager ○ Reservations & Finance Team ○ Hostel Employees |
| External: | <ul style="list-style-type: none"> ○ Guests ○ Public |

Performance Metrics

Key Deliverable	Means of Achieving
Night Auditing / Reporting	<ul style="list-style-type: none"> ○ Financial reports for the group are accurate and completed on time ○ Complete night audits accurately and report any discrepancies to management without delay
Guest Experience	<ul style="list-style-type: none"> ○ QualMark and internal audit scores are reached ○ No serious guest H&S incidents & minimum minor incident reports ○ TripAdvisor Ranking within top 5 for area and accommodation type for all properties ○ No guest complaints escalated to legal proceedings or financial settlement level ○ Key guest feedback trends actively addressed in a timely manner ○ Assist reservations with overflow of queries in a timely manner ○ Address guest complaints and requests promptly and professionally, ensuring guest satisfaction ○ Be accessible and visible to guests, provide assistance and information as needed
Maintaining standards	<ul style="list-style-type: none"> ○ Conduct regular inspections to ensure that the hotel maintains a high standard of cleanliness, maintenance, and service ○ Identify areas for improvement and implement changes to enhance guest experience and operational efficiency
Communication	<ul style="list-style-type: none"> ○ Personal uptake of cultural training opportunities and Te Reo ○ Clear, smooth communication with direct reports, stakeholders and other Haka verticals ○ Prepare daily reports on night operations, guest feedback and any incidents that occurred during the shift ○ To foster and maintain a positive working relationship with your colleagues
Health & Safety	<ul style="list-style-type: none"> ○ Regularly inspect the property to ensure that safety and security standards are met ○ Be prepared to handle emergencies such as medical incidents, fire alarms, or security breaches, and coordinate with relevant authorities if needed ○ All health & safety protocols are adhered to. ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form

	<ul style="list-style-type: none"> ○ Report any major incidents using the incident management table without delay
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>Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p>Aotearoa Proud 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 recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.</p> <p>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.</p> <p>Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.</p> <p>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.</p> <p>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.</p> <p>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.</p>