

Job Description



JOB TITLE: All-Rounder (Hostel Host / Housekeeper / Restaurant & Kitchen Support)

LOCATION: Lake Tekapo

POSITION TYPE: Onsite **WORKING HOURS:** Rostered including weekends (Mon–Sun)

REPORTS TO: Hostel Manager / Restaurant Manager

Purpose

The All-Rounder is a multi-skilled team member responsible for delivering exceptional guest experiences across the hostel and restaurant operations.

This role combines hostel hosting and housekeeping duties with front-of-house restaurant service and kitchen support (potwash), ensuring a consistently high standard of cleanliness, guest service, and operational support across all areas.

The All-Rounder supports the smooth running of daily operations by flexibly covering where needed, adhering to all health & safety, financial, and operational procedures in line with Haka House policies.

Responsibilities

Hostel Host / Housekeeping Duties

- Manage guest check-ins, check-outs, payments, extensions, and rebookings
- Handle guest requests promptly and professionally
- Ensure common areas, reception, dormitories and bathrooms are always clean and tidy
- Change bed linens, dust surfaces, vacuum floors, and replenish amenities
- Ensure daily shift checklists are completed and unfinished tasks are handed over
- Proactively promote other Haka properties to guests

Front of House (Restaurant) Duties

- Greet and seat guests warmly, manage reservations and walk-ins
- Take food and beverage orders accurately and communicate them to kitchen staff
- Ensure all dietary requirements and special requests are noted and conveyed
- Maintain a clean and tidy dining area including tables, floors and restrooms
- Adhere to responsible host guidelines at all times

Kitchen Support / Potwash Duties

- Operate dishwashers and wash pots, pans, and utensils promptly
- Assist chefs with basic food preparation tasks such as peeling, chopping, and assembling dishes
- Clean and sanitise kitchen appliances, equipment, and work surfaces regularly
- Receive, handle, and store food deliveries properly
- Notify the chef or manager when supplies need to be reordered

General Duties

- Ensure all Health & Safety policies and procedures are always adhered to

- Foster and maintain positive working relationships with all colleagues
- Identify and suggest improvements to guest touch points and operations
- Carry out any other duties as reasonably requested by management

Skills / Qualifications

- Good command of written and spoken English
- Technology savvy and familiar with property management systems (PMS) and point of sale (POS)
- 1+ year of experience in hospitality, restaurant, or accommodation (advantageous)
- A genuine interest in food, NZ produce, and the Youth Tourism industry
- Practical problem solver with exceptional attention to detail
- Excellent time management and communication skills
- Flexible team player with a positive, can-do attitude
- Embraces personal accountability and a sense of ownership

Key Working Relationships

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| Internal: | <ul style="list-style-type: none"> ○ Hostel Manager ○ General Manager ○ Restaurant Manager ○ Head Chef & Kitchen Staff ○ Reservations Team ○ Night Manager |
| External: | <ul style="list-style-type: none"> ○ Guests ○ Public ○ Supplier |

Performance Metrics

Key Deliverable	Means of Achieving
Guest Experience	<ul style="list-style-type: none"> ○ QualMark and internal audit scores are reached ○ TripAdvisor ranking maintained within top 5 for area and accommodation type ○ No guest complaints escalated to legal or financial settlement level ○ Guest feedback trends actively addressed in a timely manner ○ All complaints escalated to the manager or duty manager
Cleanliness	<ul style="list-style-type: none"> ○ Bathrooms, common areas, dining areas, and kitchen maintained to the highest standard ○ Bed linens changed, surfaces dusted, floors vacuumed and amenities replenished ○ Kitchen equipment, utensils and work surfaces cleaned and sanitised regularly
Kitchen & Restaurant Support	<ul style="list-style-type: none"> ○ All food preparation completed to the highest standard and in a timely manner ○ Dishes washed promptly to keep the kitchen running efficiently

	<ul style="list-style-type: none"> ○ Inventory stocked and stored correctly according to 25 Degrees guidelines ○ Orders taken accurately and special dietary requirements communicated clearly
Time Management	<ul style="list-style-type: none"> ○ Efficiently manage time to complete all assigned tasks across hostel and restaurant areas within the shift
Attention to Detail	<ul style="list-style-type: none"> ○ All areas thoroughly cleaned and inspected
Health & Safety	<ul style="list-style-type: none"> ○ 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 ○ Report any major incidents using the incident management table without delay ○ No serious guest H&S incidents and minimum minor incident reports
Training and Adherence to Standards	<ul style="list-style-type: none"> ○ Participate in training to stay updated on cleaning techniques, service standards, and kitchen hygiene ○ Adhere to all hostel and restaurant policies and procedures to maintain consistency in service quality
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>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>