

## Position Description

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|-----------------------------|--|-----------------------|-----|
| <b>POSITION</b>             | Housekeeper  |                       |     |
| <b>REPORTS TO</b>           | Park General Manager   | <b>DIRECT REPORTS</b> | NIL |
| <b>KEY STAKEHOLDERS</b>     | <div> <b>Internal:</b> <ul style="list-style-type: none"> <li>▪ Park Employees</li> <li>▪ Regional Managers</li> <li>▪ Reflections Employees</li> </ul> </div> <div> <b>External:</b> <ul style="list-style-type: none"> <li>▪ Suppliers</li> <li>▪ Contractor</li> <li>▪ Park Guests</li> <li>▪ Community visitors</li> </ul> </div>  |                       |     |
| <b>PURPOSE</b>              | <p>Luxury accommodation deserves meticulous attention to cleanliness and presentation, and that is the role of the Wilderlux Housekeeper!</p> <p>You will be responsible for maintaining high standards across our luxury tents and communal spaces. Your attention and effort will directly impact our guests' experience, ensuring they enjoy the comfort and sophistication of a world-class retreat.</p>   |                       |     |
| <b>COMPETENCIES</b>         | <p><b>Safety Focus</b> – Identify and improve conditions that affect own and others' safety; uphold safety standards.</p> <p><b>Decision Making</b> – Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions.</p> <p><b>Customer Orientation</b> – Place a high priority on the guest experience when making decisions and acting; implement service practices that meet the guests' and organisation's needs.</p> <p><b>Collaboration</b> – Work cooperatively with others to help a team or work group achieve its goals.</p>   |                       |     |
| <b>KEY RESPONSIBILITIES</b> | <p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>▪ Assist and direct visitors within the park with a friendly, customer-focused attitude</li> <li>▪ Provide excellent customer service</li> <li>▪ Undertake cleaning and refresh of interior and exterior cabin areas to a five-star standard</li> <li>▪ Ensure linens, furnishings, and amenities are pristine and well-stocked</li> <li>▪ Maintain communal areas to a five-star standard</li> <li>▪ Strong attention to detail and commitment to cleanliness</li> <li>▪ Undertake stocktake and compiling of records of items in cabins</li> <li>▪ Undertake cleaning of the amenities blocks</li> </ul> |                       |     |

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|                                    | <ul style="list-style-type: none"> <li>Follow work health and safety procedures</li> <li>Communicate effectively with all park staff</li> <li>Supporting cleaning needs at Lake Keepit as requested</li> <li>Any other reasonable duties as directed by management</li> </ul> <p><b>WHS</b></p> <ul style="list-style-type: none"> <li>Follow Work Health and Safety guidelines and procedures</li> <li>Identify hazards, assess and control safety risks</li> <li>Any other reasonable duties as directed by management</li> </ul>   |
| <b>SELECTION CRITERIA</b>          | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Current drivers licence</li> <li>Experience in housekeeping and/or cleaning</li> <li>Sound knowledge and understanding of WHS regulations and practices</li> <li>Use and safe storage of cleaning equipment and chemicals</li> <li>High attention to detail</li> <li>Excellent customer service skills</li> <li>Ability to work productively and independently</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Experience in hospitality</li> <li>First aid certificate</li> </ul> |
| <b>REFLECTIONS HOLIDAYS VALUES</b> | <i>How our company values apply to all employees</i>  |
| <b>GROW TOGETHER</b>               | <p>When we work as a team, everyone benefits.</p> <p>We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.</p>  |
| <b>SAY IT, DO IT</b>               | We deliver on our promises – we are all as good as our word. We are solutions focused.  |
| <b>MAKE A DIFFERENCE</b>           | <p>In partnership with others, we achieve better outcomes.</p> <p>We believe everyone can make a difference in the lives of people, places, and our planet.</p>   |

**CARE DEEPLY**

We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.

**ACKNOWLEDGEMENT:**

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.

**SIGNATURE:****DATE:**