Position Description

POSITION	Guest Services & Housekeeping Officer		
REPORTS TO	Park Manager	**DIRECT REPORTS**	Nil
KEY STAKEHOLDERS	**Internal:** ▪ Park employees ▪ Regional Managers ▪ Base Camp employees	**External:** ▪ Suppliers ▪ Contractors ▪ Community members ▪ Park guests & residents	
PURPOSE	To carry out guest services and housekeeping duties within the park, provide excellent customer service experience while representing Reflections Holidays in a positive manner.		
BUSINESS DRIVERS	***The key inputs and activities of a Guest Services & Housekeeping Officer that drive results of Reflections Holidays.*** 1. ***Customer Service Provider*** – Provides service directly to internal or external customers. 2. ***Engaged Associate –*** Works cooperatively with others to accomplish group goals; takes accountability for and commits time and effort to achieve work goals. 3. ***Non-Sales Seller –*** Gains customer interest in buying products or services; makes referrals or closes sales. 4. ***Skilled Associate –*** Applies skilled knowledge to create work products or implement work processes.		
COMPETENCIES	**Interpersonal Effectiveness** **Building Customer Loyalty –** Meet and exceed guest expectations and experience while cultivating relationships that secure commitment and trust. **Interpersonal Effectiveness** **Building Customer Loyalty** – Meet and exceed internal or external customer expectations while cultivating relationships that secure commitment and trust. **Building Partnerships** – Develop and leverage relationships within and across work groups to achieve results. **Collaborating –** Work cooperatively with others to help a team or work group achieve its goals. **Earning Trust** - Gain others' confidence by acting with integrity and following through on commitments while disclosing own positions; treat others and their ideas with respect and supporting them in the face of challenges.		

	Valuing Differences - Work effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; seek out and uses unique abilities, insights, and ideas from diverse individuals. **Personal Effectiveness** **Energy** – Consistently maintain a high levels of activity or productivity; operating with vigor, effectiveness, and determination over extended periods of time. **Initiating Action** - Take prompt action to accomplish work goals; taking action to achieve results beyond what is required; being proactive. **Quality Orientation** - Accomplish tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time. **Work Standards** – Set high standards of performance for self and others; assume responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed. **Business and Management Skills** **Customer Orientation –** Place a high priority on the guest experience when making decisions and acting; implement service practices that meet the guests' and organisation's needs. **Decision Making –** Choose the best course of action by establishing clear decision criteria, generate and evaluate alternatives, and make timely decisions. **Managing Work** - Effectively manage your time and resources to ensure that work is completed efficiently. **Planning and Organising** - Establish an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources. **Safety Focus –** Identify and improve conditions that affect your own and others' safety; uphold safety **Managing Sales Engagements** **Sales Persuasion –** Gain prospect or customer commitment to a product, service, or idea by using effective influence strategies.
	Guest Services ▪ Actively build rapport with guests to understand their needs and tailor service interactions that foster loyalty and repeat visitation.

KEY RESPONSIBILITIES	▪ Identify opportunities to enhance the guest journey and escalate improvement suggestions to supervisors. ▪ Proactively resolve issues to ensure a positive outcome, using sound judgment and decision-making. ▪ Support and participate in guest engagement programs, on-park activities, and experience initiatives that enhance guest satisfaction. ▪ Work collaboratively with park teams, including maintenance, housekeeping, and management, to ensure seamless guest service delivery. ▪ Participate in team meetings and contribute ideas to improve processes, safety, and guest experience. ▪ Support colleagues during high-demand periods by flexibly assisting across functions when required. ▪ Identify and promote relevant park offerings, upgrades, and experiences that add value to guests. ▪ Provide accurate information and recommendations that encourage bookings and optimise revenue. ▪ Assist with monitoring booking patterns and contributing to occupancy maximisation strategies. ▪ Drive in-park retail initiatives. ▪ Ensure all reservations, payments, and guest records are processed accurately and aligned with organisational procedures. ▪ Maintain an organised work environment by following established filing, stock control, and office management processes. ▪ Assist with reporting tasks, daily reconciliation, and administrative tasks required by supervisors or managers. ▪ Actively participate in safety discussions and support continuous improvement of WHS procedures. ▪ Report hazards, incidents, or near-misses immediately and contribute to a strong safety culture. ▪ Ensure that all operational tasks, including cleaning, cash handling, and guest interactions, are completed safely and in compliance with relevant legislation. ▪ Provide inclusive and respectful service to guests and colleagues from diverse backgrounds. ▪ Adapt communication styles to meet the needs of individuals, including culturally diverse guests, families, and guests with accessibility requirements.

- Any other duties as directed by management.

Housekeeping

- Provide friendly, professional assistance to guests and visitors within the park.
- Deliver excellent customer service in all interactions.
- Respond to guest requests promptly and escalate issues where required.
- Support a positive guest experience through high presentation standards across accommodation and shared facilities.
- Clean and prepare cabins to Reflections standards, ensuring they are guest-ready for check-in.
- Undertake full cleaning of kitchens, bathrooms, bedrooms and living areas, including vacuuming, mopping, dusting and sanitising surfaces.
- Clean exterior cabin areas such as decks, outdoor furniture and BBQs (where applicable).
- Complete linen changes, bed making and replenishment of guest amenities and consumables.
- Identify and report maintenance issues, damage or missing items within cabins.
- Clean and maintain amenities blocks including toilets, showers, laundries and communal areas.
- Ensure shared facilities are hygienic, well-presented and stocked at all times.
- Maintain housekeeping storage areas in a clean and organised condition.
- Replenish cabin stock including linen, toiletries and kitchen supplies.
- Undertake stocktakes and maintain accurate records of cabin inventory and housekeeping supplies.
- Report discrepancies, damaged items or low stock levels to management.
- Communicate effectively with Guest Services, Grounds & Maintenance, and other park team members regarding room status and operational priorities.
- Work collaboratively to meet daily turnaround times and occupancy demands.
- Any other duties as directed by management

	WHS ▪ Follow Reflections Holidays WHS policies, procedures and safe work practices. ▪ Follow chemical handling procedures when using cleaning products. ▪ Identify hazards and take appropriate action to minimise safety risks. ▪ Ensure correct use of Personal Protective Equipment (PPE) and uniforms at all times. ▪ Report hazards, incidents or near misses promptly.
SELECTION CRITERIA	**Essential:** ▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices ▪ Sound knowledge of use and safe storage of cleaning equipment and chemicals ▪ Ability to work productively and independently ▪ Ability to manage time to meet priorities ▪ Excellent customer service and communication skills **Desirable:** ▪ Previous experience in same or similar role ▪ Current Driver Licence ▪ Experience in tourism and hospitality ▪ Experience in chemical handling ▪ First Aid certificate
REFLECTIONS HOLIDAYS VALUES	***How our company values apply to all employees***
GROW TOGETHER	When we work as a team, everyone benefits. We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.
SAY IT, DO IT	We deliver on our promises – we are all as good as our word. We are solutions focused.
MAKE A DIFFERENCE	In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.

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:	