

SCHEDULE 2

POSITION DESCRIPTION

Guest Services Assistant

Position overview:

Guest Services is a key role relating to the coordination and managing of the guests stay, so that a great overall experience is achieved. This involves the introduction, communication, arranging of activities and meal service while working with other key hospitality staff to ensure excellent service.

Key duties include:

- Meet and greet and guest safety induction
- Serving meals
- Helping the Chef
- Co-ordination for all owner and guest visits
- Hosting guests and co-ordinating excursions, activities and transfers
- Carrying out property and Residence tours, kiwi walks
- Working alongside The Landing chef to organise and manage guest meal service
- Assist The Landing chef with preparation and serving
- Organise and deliver food provisions to Residences
- To ensure that any equipment requested by guests i.e. kayaks, paddleboards, fishing rods are provided
- Manage the administration of the guests stays
- Administration support for The Landing Hospitality Company
- Assisting the housekeeping team when required
- Co-ordinating with The Landing Vineyard and Landscape teams regarding guest and owner movements
- Any other duties directed by manager