



We're Skyliners
Inspired by every smile.



Position Description

Company	Blue Peaks Lodge & Apartments	Date	October 2025
Title	Housekeeping Attendant	Reports to	Housekeeping Supervisor Housekeeping Manager Assistant Manager General Manager
Team	Accommodation	Location	Queenstown

Our Purpose

Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...

The purpose of this role is to ensure the highest standards of cleanliness, presentation, and hygiene are consistently maintained across all Blue Peaks accommodation. The Housekeeping Attendant is responsible for delivering quality housekeeping and laundry services that meet the expectations of both guests and owners. This role plays a key part in providing an exceptional guest experience by upholding Blue Peaks' commitment to excellence and delivering outstanding customer service at all times.

Our Strategic Goals

DELIVER:

Target ROI from all
SEL Business units

INVEST:

In high potential
businesses in
outstanding
locations

OPERATE:

An efficient, agile
and sustainable
business

EMPOWER:

Empower our people
to deliver real fun

Our Values and Culture

Skyline Queenstown is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



skyline.co.nz

Scope of Role

Responsible for	The Housekeeping Attendant is responsible for maintaining a high standard of cleanliness, hygiene, and presentation across all Blue Peaks accommodation. This role ensures that all guest rooms, common areas, and laundry operations meet company standards and guest expectations. The Housekeeping Attendant contributes to a welcoming and comfortable environment by delivering attentive service, promptly addressing guest needs and maintenance issues, and upholding Blue Peaks' commitment to excellence in hospitality.
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Key Relationships

Internal	All Departments	External	- Guests - Suppliers
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Key Accountabilities and Tasks

	Description
General Responsibilities	- Warmly welcome and engage with guests to ensure an exceptional experience is delivered at all times. - Conduct a visual inspection of each room prior to cleaning or organizing, reporting any irregularities or maintenance issues to the Supervisor. - Proactively submit maintenance requests when repairs or attention are required. - Clean and sanitize all surfaces, including tables, dressers, televisions, and headboards, ensuring a spotless and well-presented environment. - Remove used bed linens and remake beds with fresh, clean sheets and pillowcases, ensuring a crisp and professional appearance in line with Standard Operating Procedures (SOPs). - Vacuum all areas thoroughly and efficiently, maintaining high standards of cleanliness. - Replenish guest amenities and supplies, such as toiletries, towels, and consumables, ensuring every room is fully stocked to standard - Complete all cleaning duties within the required timeframes, maintaining attention to detail and quality. - Respond promptly and professionally to guest inquiries or concerns, escalating issues to management where appropriate. - Ensure the security of guests' belongings while cleaning or performing turndown services. - Immediately report any lost and found items to the Housekeeper Manager or Housekeeping Supervisor, following company procedures. - Carry out laundry operations according to SOPs, including washing, drying, pressing, and stain removal, ensuring timely completion for guest and departmental needs.



Guest Services Responsibilities	• Perform general cleaning tasks such as sweeping, mopping, emptying rubbish bins, removing cobwebs, and dusting all areas. • Warmly greet all guests with a friendly smile and professional welcome. • Assist guests with enquiries, requests, and feedback, always ensuring helpful and knowledgeable responses. • Actively promote Skyline activities and facilities to enhance the guest experience. • Handle guest complaints promptly, courteously, and in accordance with established company guidelines. • Maintain a consistently high standard of professionalism and service delivery throughout all guest interactions. • Prioritize guest needs above all other duties, ensuring every guest receives exceptional, personalized service and attention to detail.
Other Responsibilities	• Attend staff meetings, training sessions, and development programs as required, contributing to team performance and service excellence. • Work collaboratively with colleagues and support a positive team culture. • Follow company sustainability practices, including waste reduction and recycling procedures. • Perform any other reasonable duties as requested by leaders.
Social, Environmental & Governance Sustainability	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:  People Caring for our people, our communities and our customers  Place A light footprint on the land, guardians of our places  Prosperity A value-driven responsible business • Ensure recycling and waste management practices are carried out where possible. • Maintain your work area to an environmentally acceptable standard. • Make suggestions for environmentally sustainable improvements.
Health & Safety	Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives. • Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe. • Conduct your work in a safe and reliable manner, adhering to Skyline's H&S procedures. • Champion and advocate H&S where appropriate in your everyday interactions. • Undertake H&S administrative processes as required.
Knowledge, Experience & Qualifications	



Essential	• Previous customer service experience in a fast-paced environment. • Excellent customer service and guest relations skills
Desirable	• Housekeeping Experience

Person Specification / Key Attributes

Essential	• highly organised • Reliable and dependable • excellent communication skills • a positive "can-do" attitude and takes pride in their work • the ability to multi-task and the confidence to use your initiative • attention to detail and the ability to follow procedures and processes • ability to work efficiently under pressure while maintaining high standards
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Change of Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

Employee Name:		
Employee Signature:		
Date:		

