

JOB DESCRIPTION

Job Title:	Guest Services Host / Stargazing Guide
Department:	All Departments
Group / Team:	Activities
Responsible To:	Operations Manager – Activities & Development Activities Manager Activities Supervisor
Responsible For: (Total number of staff)	0
Job Purpose:	To deliver exceptional guest experiences across both Stargazing and Guest Services operations. This includes providing safe and engaging tours, supporting the smooth running of all guest-facing activities, assisting operational departments to maximise the guest experience, managing guest flow, promoting and upselling Skyline products, and ensuring a consistently high standard of service, safety, and presentation.
Date last reviewed:	August 2025

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



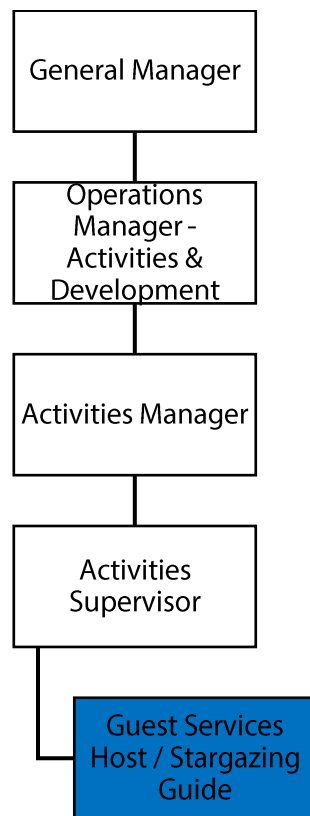
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed



Organisation Context



Key Relationships

External:

- Guests

Internal:

- All departments



Key Result Area

Main Duties

- Assist Skyline Queenstown in delivering quality, effective, and efficient service in all operational areas as required.
- Maintain cleanliness and tidiness of Stargazing areas and all guest-facing spaces.
- Operate Stargazing tours according to sequence-of-service guidelines.
- Keep accurate records of tours and ensure the daily logbook is completed.
- Ensure Stargazing plant and equipment are appropriately maintained and presented.
- Assist with other tours or operational duties as required.
- Perform basic cleaning tasks on a daily basis as directed.
- Ensure competent cash, cheque, and credit card handling procedures are strictly adhered to.
- Maintain security awareness across all operational areas.

Guest Service

- Welcome and greet all guests and staff in a professional and friendly manner.
- Deal promptly and effectively with guest requests, queries, and complaints within established guidelines.
- Provide accurate and engaging information about Skyline Queenstown and the local area.
- Maintain up-to-date knowledge of the night sky and relevant Stargazing content before each tour.
- Actively observe guests during their experience to ensure satisfaction and safety
- Maintain effective communication with the wider team, especially regarding tour cancellations or changes.
- Promote a culture of continuous improvement in guest service delivery.

Sales

- Actively promote and upsell all Skyline products to guests.
- Ensure customers are offered products/services best suited to their requirements.
- Correctly process ticket sales and ensure tills balance accurately.
- Transport tills/money/valuables as per procedural guidelines.
- Use systems such as Resdiary and Intouch accurately and troubleshoot within guidelines.
- Develop product knowledge to increase sales and guest satisfaction.

Health & Safety

- Comply with Skyline's Health & Safety policy, procedures, and relevant legislation.
- Work in a healthy and safe manner, ensuring the safety of guests and colleagues.
- Wear and use protective/safety equipment as required.
- Report hazards, incidents, and near misses promptly and accurately.
- Participate in rehabilitation programmes and H&S committee meetings as required.
- Undertake workplace audits in line with the H&S plan.
- Be familiar with emergency procedures including fire and evacuation.



Financial Responsibilities

Controls a budget Y/N **NO**

Maximum that may be spent without reference to manager **\$0**

Can spend unbudgeted capital Y/N. **NO**

Is responsible for committing the organisation to long-term contracts **NO**

Signs correspondence for Company **NO**

Person Specification

Qualifications (or equivalent level of learning)

Essential:	Desirable:
<ul style="list-style-type: none">fluency in Mandarin essential	<ul style="list-style-type: none">fluency in Cantonese desirable)

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none">minimum 2 years customer experiencea confident, professional, and engaging communication style	<ul style="list-style-type: none">a genuine interest in astronomy and the ability to engage with groups or tour audiences is preferred.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Guest Services Host / Stargazing Guide.

Employee Name
Employee Job Title

Date

