



## JOB DESCRIPTION

|                                             |                                                                                                                                                 |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Title:                                  | Cleaner                                                                                                                                         |
| Department:                                 | <b>Cleaning</b>                                                                                                                                 |
| Group / Team:                               | <b>Activities</b>                                                                                                                               |
| Responsible To:                             | <b>Cleaning Team Leader<br/>Cleaning Manager<br/>Building Manager</b>                                                                           |
| Responsible For:<br>(Total number of staff) | <b>0</b>                                                                                                                                        |
| Job Purpose:                                | The Cleaners will ensure that all Skyline Queenstown complex public areas and some back of house are maintained to an acceptably high standard. |
| Date:                                       | October 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



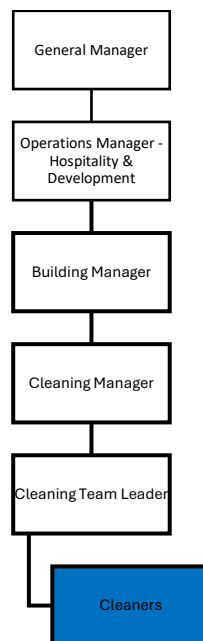
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- 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 Responsibilities

- To ensure all public areas are cleaned as per the cleaning schedule. This includes cleaning and emptying of bins, cleaning of glass doors and windows, vacuuming of carpeted areas and mopping and polishing of lino areas.
- To ensure Bottom and Top Terminal public toilets are cleaned as per cleaning schedule. Including mirrors, benches, basins, refilling toilet rolls, emptying bins, refilling soap dispensers and mopping floors.
- To do regular checks of areas for maintenance, which may be required to be carried out – within your capability or complete a maintenance request via maintenance helpdesk.
- To maintain cleanliness and order in the Bottom and Top Terminal staff changing areas.

### Guest Service

- To deal quickly and correctly with any guest complaint within established guidelines and escalate to a supervisor or manager as required.
- To ensure guest service is maintained to a high professional standard at all times.
- To ensure that the needs of the guests are given priority at all times, providing the highest level of quality service at all times.
- To promote a personal image of excellent grooming, skills and product knowledge.
- To monitor and reinforce excellence in guest service standards in the Luge departments.



### Health & Safety

- To ensure security awareness at all times.
- To comply with all established workplace Health and Safety policies.
- To be responsible for meeting and promoting established Health and Safety policies and practices.
- To be responsible for the completion of approved workplace Health and Safety documentation.

### 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**

### 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 roles and responsibilities for the Job Description of **Cleaner**.

\_\_\_\_\_  
Employee Name  
Employee Job Title

\_\_\_\_\_  
Date

