



We're Skyliners
Inspired by every smile.

Position Description

Company	Blue Peaks Lodge & Apartments	Date	October 2025
Title	Housekeeping Supervisor	Reports to	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 lead the housekeeping team in maintaining exceptional standards of cleanliness, presentation, and service across all Blue Peaks accommodation. The Housekeeping Supervisor ensures that all housekeeping operations run efficiently and effectively, supporting the Housekeeping Manager in achieving departmental goals and exceeding guest expectations. This role plays a key part in fostering a positive team culture, upholding company standards, and delivering an outstanding guest experience.

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.



Scope of Role			
Responsible for	The Housekeeping Supervisor is responsible for leading and coordinating the activities of the Housekeeping Attendants to ensure that guests and owners receive the highest standard of housekeeping and laundry service across all Blue Peaks accommodation. This role supports the Housekeeping Manager in overseeing daily operations, maintaining quality and efficiency, and ensuring that exceptional customer service is delivered at all times. The Housekeeping Supervisor plays a key role in upholding brand standards, motivating the team, and ensuring guest expectations are consistently met and exceeded.		
Key Relationships			
Internal	• All Departments		External
			• Guests • Suppliers

Key Accountabilities and Tasks	
	Description
General Responsibilities	• Lead and manage all housekeeping and laundry staff to ensure the property is maintained to the highest standard and prepared efficiently within specified timeframes, adopting a hands-on approach when required. • Direct the daily operations of the housekeeping department, assigning duties strategically to maximize efficiency and maintain quality. • Inspire and motivate the team by leading by example, fostering a positive culture, strong morale, and team cohesion. • Ensure staff present a professional image at all times, maintaining grooming and appearance standards in line with hotel policy. • Oversee the delivery of housekeeping and laundry services to ensure all guests and owners consistently receive an exceptional experience. • Address guest and owner requests or complaints promptly, professionally, and courteously, ensuring resolution to their satisfaction. • Maintain consistent high standards across all accommodation types, service levels, hygiene, and presentation to exceed guest and owner expectations. • Ensure the housekeeping department is appropriately staffed, trained, and equipped to run efficiently and effectively at all times. • Lead onboarding and training programs for new housekeeping staff, ensuring they are fully equipped to perform their duties to standard. • Monitor and maintain accurate timesheet records for the housekeeping team. • Coordinate with the front office for site inspections, ensuring rooms are prepared and presented to standard prior to guest arrivals. • Report maintenance issues promptly to the front office and ensure follow-up to completion. • Assist the Housekeeping Manager with inventory control, stocktakes, and management of cleaning supplies.



	• Plan and oversee periodic deep-cleaning initiatives, including carpet, shower, and specialty cleaning, ensuring schedules are adhered to. • Contribute to the development and continual improvement of housekeeping policies, SOPs, and staff induction programs. • Support staff including appraisals, briefings, one-to-one meetings, and coaching. • Ensure effective communication of all relevant information to housekeeping staff and other departments. • Encourage and respond to staff feedback and ideas, taking appropriate follow-up action. • Maintain an accurate, secure, and up-to-date record of all lost property, and respond to related queries promptly. • Uphold health and safety standards, ensuring compliance with legislation, reporting defects, and addressing equipment malfunctions. • Adhere to all hotel policies, procedures, and operational standards. • Represent the hotel professionally at all times, maintaining a public image aligned with the highest standards.
Guest Services Responsibilities	• Warmly greet all guests with a friendly smile and professional welcome. • Assist guests with enquiries, requests, and feedback, always ensuring helpful and knowledgeable responses. • 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. • Prioritise guest needs above all other duties, ensuring every guest receives exceptional, personalised 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. • Undertake additional duties as required, consistent with the role of Housekeeping Supervisor or as directed by the Housekeeping Manager or General Manager.
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.



Health & Safety	• Make suggestions for environmentally sustainable improvements.
	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 • Housekeeping Experience
Desirable	• Housekeeping Supervisor 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:		

