

# The Lindis Group

## Job Description

<b>Job Title</b>	Lodge Manager <i>The Lindis Lodge and Mt Isthmus Villa</i>	<b>Employment</b>	Permanent
<b>Department</b>	Management	<b>Position expires</b>	N/A
<b>Reporting to</b>	Managing Director		
<b>Responsible For</b>	All lodge and villa Operational Management		

### Main Duties

#### **Main Duties**

To provide the best overall client experience; The Lindis Experience by, but not limited to –

- Overseeing the daily running of the Lodge, to not only ensure guests expectations are met, but also to ensure safety and efficiency expectations are met.
- Assist, manage and organise guest arrivals, personal greetings upon arrival, departures, and hosting.
- Assist with all reservations and guest communications prior to arrival, during stay and post departure.
- Answering all queries and effectively dealing with guest complaints/issues and follow up actions in a timely manner.
- Management of all operational staff.
- Overseeing and assisting with food and beverage service including training of staff of entire lodge operations.
- Oversee and assist to ensure housekeeping is carried out to an exemplary standard for pre arriving guests, guests throughout stay and after checkout.
- Ensuring the lodge and its facilities are maintained to the highest of standard.
- Availing yourself to being on duty after hours as and when required via rostering.
- Responsible for ordering guest related amenities and linens.
- Fulfilling legal obligations in all areas of the company (licenses, fire regulatory requirements, liquor licensing etc.) as well as complying with ACC requirements for a safe workplace and third-party activity compliance.
- Ensure cleanliness, maintenance, documentation, and presentation of all lodge related resources.
- Strict adherence to employee handbook and its policies

The Lodge Manager will be expected to carry out any other duties for the safe, smooth, and efficient running of the enterprise that may be expected as well as anything else reasonably asked by the Managing Director.

## Detailed Responsibilities – The Lindis

To be involved in the successful day to day running of the operation of The Lindis Lodge and Mt Isthmus, as directed by The General manager in any facet or departments reasonable to your experience and suitability.

### Food & Beverage

- Oversee Breakfast, Lunch & dinner services and ensure SOP are followed and updated.
- Oversee and manage consistency of food & beverage service ensuring budgets are worked to.
- Establish a working schedule and ensure food & beverage department operates in a timely way that meets the company's quality standards.
- Manage and assist pricing food & beverage items.

### Third Party Suppliers

- Maintain and build relationships with suppliers, contractors, and other stakeholders and suppliers.
- Conduct site inspections and families with suppliers, stakeholders, media etc.

### Guest Services

- Assist the MD in solving any issues that arise and seize control of any problematic situations. Assist in the training of Food & Beverage staff and assess staff's performance.

### Lodge Operations & Management

- Overseeing all aspects of lodge operations, ensuring exceptional guest experiences.
- Ensure the lodge is maintained to the highest standards of cleanliness.
- Ensure all vehicles are kept tidy & up to dates with all legal requirements.
- Daily pre-dinner hosting of guests & upselling of beverages & activities.
- Order supplies to stock inventory appropriately, ensuring lodge expenditures and ensure stock levels are managed.
- Review all incoming goods and authorising normal goods ordering including food, beverage within under \$1000. Major refurbishment and capital expenditure will be discussed and dealt with by MD on a case-by-case basis.
- Manage the staff housing & staff car use.

### Marketing & Sales

- Always keep innovating with the creation of new activities, experiences, drinks & food.
- Participate at trade events when required.
- Assisting in managing content of third-party websites.

## Staff Management

- Maintain a positive and professional approach and working environment with co-workers and customers.
- Ensure that all lodge staff, including casual staff, are inducted, and appropriately trained, in both front of house and back of house duties, with accurate records of training maintained.
- Monitor staff hours / wages.
- Ensure clear communication is kept between all the lodge departments.
- Ensure the roster done in a timely manner and is reflective of the occupancy levels.
- Check staff timesheets bi-weekly to ensure they match what has been rostered.

## Detailed Responsibilities – Mt Isthmus Villa

To be involved in the successful day to day running of the operation of Mt Isthmus villa, as directed by MD in any facet or departments reasonable to your experience and suitability.

- Coordinate with the Villa Host to ensure Villa is always guest ready.
- Assist with the staffing of the Villa while in use
- Site Inspections and handling of Famils

<b>Reviewed by</b>	William Hudson	<b>Date</b>	30 May 2024
<b>Approved by</b>	William Hudson	<b>Date</b>	30 May 2024
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