



Little Desert Nature Lodge



Conservation Volunteers

POSITION DESCRIPTION

Job Title: Hospitality Service Staff
Reports to: Hospitality Operations Manager
Contract: Casual
Location: Little Desert Nature Lodge

Summary Statement:

Little Desert Nature Lodge is a private conservation reserve and eco-lodge offering accommodation for up to 120 people, licensed dining and function centre, tours, school camps and educational programs. Our Hospitality Service Staff maintain service standards across housekeeping, front office and food and beverage operations including general dining, functions, weddings, conferences and events.

Tasks & Duties:

Food and Beverage Service

- Set up the dining room for various events including general dining, conferences, weddings, functions and events
- Set the open fire place and light as required before guests arrive
- Assist the chef with food preparation as required
- Food and beverage service
- Clean up after meal service including kitchen hand duties
- Provide professional and welcoming services to our guests
- Adhere to the requirements of the Victorian Government Food Act 1984
- Notify the manager of any repairs and maintenance issues or supplies which need to be reordered
- Other duties as directed by the manager

Housekeeping

Maintain high standards of presentation and cleanliness across guest accommodation, dining room and public areas.

- General cleaning of guest rooms – strip and remake beds, vacuum floors, clean toilets and bathroom, replace room supplies, replace bath towels, wipe/dust all surfaces, clean bunkroom ablution blocks
- Empty internal and external rubbish bins
- Cleaning external guest facilities
- Wash, dry and put away linen
- Clean and vacuum dining, guest kitchen and lounge rooms after use
- Wipe and clean tables and launder tablecloths
- Report repairs and maintenance or OHS issues which cannot be dealt with personally
- Order cleaning supplies
- Maintain a professional appearance and attitude at all times
- Other duties as directed by the manager

Front Office

- Assist with general front office duties as required including check ins, processing payments, answering phones, bookings and inquiries.

Working Relationships:

Our hospitality service staff will work cooperatively as part of the team at Little Desert Nature Lodge to ensure that all guests receive the highest standards of customer service.

Experience and Qualifications

- Preferred but not essential - previous waitressing, kitchen and housekeeping experience
- Responsible Service of Alcohol
- You will be required to obtain a current working with Children Check

Key Performance Indicators

- Takes direction from and supports the manager and chef
- Observes all OHS regulations as directed
- Has a positive, cheerful attitude to fellow staff and our customers
- Maintains high standards of cleanliness and presentation of our guest accommodation and public areas

Key Selection Criteria

1. Demonstrated high level of communication and customer service skills with the aim to provide excellence in service for guests.
2. Previous experience in the hospitality industry or willingness to learn what is required.