Position Description

Company	**Skyline Queenstown**	**Date**	**November 2026**
Title	**Guest Experience Ambassador**	**Reports to**	**Assistant Activities Manager – Guest Experience** **Activities Manager – Guest Experience**
Team	**Activities**	**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 create memorable guest experiences by bringing energy, fun and delivering outstanding guest interactions to our visitors across peak periods. You will engage with guests to share site information, gather feedback, capture on-the-spot memories, and facilitate the activation of interactive guest experiences and activities to enhance guest satisfaction across the site. This role will bring a "surprise and delight" element that will shape the most memorable guest experiences.

Your performance will reflect Skyline's core values – being brave, caring, and committed to creating unforgettable moments. You will also contribute to a positive team environment by supporting your colleagues, sharing knowledge and helping ensure smooth daily operations to enhance overall 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

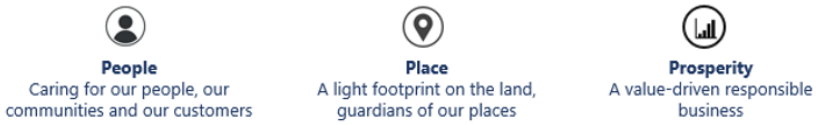
EMPOWER: Empower our people to deliver real fun

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	Guest Experience Ambassadors are responsible for ensuring a memorable guest experience across all areas of the site.		
Key Relationships			
Internal	• All departments	**External**	• Guests

Key Accountabilities and Tasks	Description
Guest Experience Responsibilities	• Deliver exceptional guest experiences by creating positive, memorable interactions across all guest touchpoints. • Proactively engage with guests throughout their visit to enhance enjoyment, manage guest satisfaction during busy times and identify opportunities to exceed expectations. • Build positive connections with a diverse range of guests by confidently engaging with people of all ages, backgrounds, and personalities in an energetic, approachable and authentic manner. • Collaborate with other departments to facilitate seamless guest journeys and ensure guests are connected with the right people, services and facilities throughout their visit. • Act as a mobile guest information ambassador, providing accurate and up-to-date information on activities, experiences, facilities, operating hours, bookings, wayfinding, and information pertaining to Skyline Queenstown. • Facilitate interactive guest engagement activities, including prize giveaways, games, surveys, and other guest experience initiatives designed to create fun and memorable moments. • Capture and create memorable guest moments through photography and other engagement activities, encouraging participation to enhance the overall guest experience. • Monitor guest feedback and satisfaction levels by gathering insights and reporting to the Assistant Activities Manager – Guest Experience or Activities Manager – Guest Experience. • Respond promptly and professionally to guest complaints, resolving issues within established guidelines and escalating to a supervisor or manager when required.
Other Responsibilities	• Demonstrate high standards of personal presentation, professionalism, and product knowledge, maintaining a positive public image that always reflects Skyline Queenstown's values and standards.

	• Ensure all operational areas are always maintained in a clean and tidy manner. • Attend regular training sessions, departmental meetings, and development opportunities as required. • Communicate company and departmental updates effectively while maintaining an approachable communication style. • Ensure confidentiality is always maintained. • Undertake any other duties reasonably required to support the successful operation of Skyline Queenstown, in line with the requirements of the position
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. • Make suggestions for environmentally sustainable improvements.
Health & Safety	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	
Desirable	• Previous experience working in a customer facing role. • Strong understanding of guest experience and customer service principles.
Person Specification / Key Attributes	
Essential	• Energetic and outgoing, with a passion for delivering excellent guest experiences. • Engaging and positive mindset, where the guests' needs and experience are paramount. • A positive "can-do" attitude and takes pride in their work. • Strong communication and interpersonal skills. • Ability to work effectively as part of a team and efficiently under pressure. • Confidence to use your initiative. • Reliable, punctual, and trustworthy.

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:	