



We're Skyliners
Inspired by every smile.

Skyline Rotorua Position Description

Company	Skyline Rotorua	Date	April 2025
Title	Guest Service Host	Reports to	Activities Manager, Assistant Activities Managers, and Gondola & Guest Service Supervisors.
Team	Activities (Guest Service)	Location	Rotorua

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 deliver exceptional customer service, ensuring every guest has a memorable experience at Skyline Rotorua. You will efficiently process ticket sales and payment transactions, maintaining the highest standards of accuracy and professionalism in financial and administrative reporting. Additionally, you will provide clear and accurate information to guests, promptly handle inquiries and concerns, and uphold all safety, hygiene, and security standards in line with legislative and procedural requirements.

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 the 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 Rotorua 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.



skyline.co.nz



Key Relationships

Internal

- All SR Operational Teams
- Skyline IT Team

External

- Guests
- Sniper
- System vendors

Key Accountabilities and Tasks

Description

Quality & Guest Service

- Deliver exceptional customer service to ensure every guest has a memorable experience.
- Provide clear, accurate, and helpful information to guests regarding the services, products, and attractions available.
- Address and resolve guest inquiries, concerns, and complaints promptly and professionally, ensuring complete guest satisfaction.
- Uphold Skyline Rotorua's standards for friendliness, approachability, and guest interaction, ensuring a positive atmosphere.
- Handle guest feedback in a constructive manner, reporting any recurring issues to the management team for improvement.
- Provide personalised recommendations to guests, ensuring their experience exceeds expectations.

Operational Performance Excellence

- Efficiently process ticket sales and payment transactions with a high level of accuracy, ensuring smooth financial and administrative operations.
- Maintain high standards of safety, hygiene, and security in line with all legislative and procedural requirements.
- Contribute to daily operations by assisting with stock management, queue control, hosting, scanning, ticketing, and equipment checks to ensure a seamless guest experience.
- Collaborate effectively with team members to ensure smooth operations and coordination of tasks during peak periods.



	<ul style="list-style-type: none"> • Ensure all operational areas are clean, organised, and fully stocked, supporting a welcoming environment for guests. • Follow company policies and procedures to ensure compliance with all regulatory standards and internal expectations. • Support the team in achieving operational goals, meeting key performance indicators (KPIs), and striving for continuous improvement.
Team Collaboration and Support	<ul style="list-style-type: none"> • Foster a positive, supportive, and collaborative team environment. • Share knowledge and best practices with colleagues to improve team performance and enhance guest service. • Assist in training new staff, providing guidance on processes, products, and customer service expectations. • Be a proactive team member, stepping in to assist colleagues as needed to ensure smooth daily operations. • Uphold a professional attitude and contribute to a positive work culture, leading by example.
Personal Development and Growth	<ul style="list-style-type: none"> • Engage in ongoing training opportunities to enhance customer service skills and product knowledge. • Stay up to date with Skyline Rotorua offerings, promotions, and any operational changes to provide the best experience to guests. • Actively seek feedback from peers and supervisors for continuous personal and professional growth. • Demonstrate a commitment to personal and team success by consistently striving for improvement.
Social, Environmental & Governance Sustainability	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; text-align: center;"> <div data-bbox="533 1384 783 1496">  People Caring for our people, our communities and our customers </div> <div data-bbox="847 1384 1066 1496">  Place A light footprint on the land, guardians of our places </div> <div data-bbox="1139 1384 1347 1496">  Prosperity A value-driven responsible business </div> </div> <ul style="list-style-type: none"> • 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	<p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> • 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

Desirable

- Previous experience in a customer-facing role.
- The ability to deliver exceptional customer service and handle guest inquiries, feedback, and complaints professionally.
- Strong communication skills, with the ability to provide clear, accurate, and engaging information to diverse guests.
- Experience working effectively in a fast-paced team environment, especially during high-demand or peak periods.
- Knowledge of point-of-sale systems and cash handling procedures, with a high level of accuracy and attention to detail.
- A proactive, positive attitude with a commitment to personal development and continuous improvement.

Person Specification / Key Attributes

Essential

- Excellent communication and interpersonal skills, with the ability to interact with guests and colleagues in a professional and friendly manner.
- Strong attention to detail, with a focus on accuracy and efficiency.
- Ability to remain calm and focused during high-pressure situations.
- Strong problem-solving skills, capable of handling guest concerns with empathy and professionalism.
- A proactive and flexible approach to work, with the ability to adapt to changing situations.



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:	

