



We're Skyliners
Inspired by every smile.



Position Description

Company	Blue Peaks Lodge & Apartments	Date	October 2025
Title	Receptionist	Reports to	Assistant Manager General Manager
Team	Administration	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 plays a key role in creating a welcoming and professional first impression for all guests at Blue Peaks Lodge & Apartments. This position ensures the smooth and efficient operation of the front office by managing guest arrivals and departures, handling enquiries and reservations, and providing exceptional service throughout each guest's stay. The role also supports the wider hotel team by maintaining high standards of presentation, communication, and guest satisfaction, contributing to the overall success and reputation of the property.

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.



skyline.co.nz

Scope of Role	
Responsible for	The Receptionist is responsible for undertaking all administrative duties within the front office and for providing exceptional customer service throughout daily operational hours. This role ensures that guest expectations are consistently met and exceeded, contributing to a welcoming and professional environment.
Key Relationships	
Internal	All Departments
External	- Guests - Tour Operators - Suppliers

Key Accountabilities and Tasks	
	Description
General Responsibilities	- Warmly welcome and engage with guests while maintaining a positive and inviting atmosphere throughout the reception and public areas to always ensure an exceptional experience. - Deliver a professional, courteous, and efficient service to all guests, owners, and visitors. - Uphold the hotel's image, policies, and standards always while on duty or representing the company. - Ensure confidentiality and security of guest and company information. - Support teamwork and communication within and between departments. - Assist with housekeeping or other operational duties as required. - Undertake any additional tasks as directed by the Assistant Manager or Manager, consistent with the role of Receptionist. - Maintain a personal and professional appearance in line with hotel standards. - Represent Blue Peaks Lodge & Apartments with integrity, professionalism, and hospitality. - Strive for continuous improvement in service delivery and guest satisfaction.
Guest Services Responsibilities	- Welcome all guests warmly upon arrival, ensuring an efficient and positive check-in and check-out experience. - Provide guests with information, advice, and assistance to enhance their stay, including local activities, attractions, and services. - Promote and facilitate activity and service sales where appropriate to enhance guest satisfaction and revenue. - Handle guest and owner enquiries, requests, and complaints promptly, professionally, and with empathy. - Coordinate with housekeeping staff for site inspections and room readiness.



Reservations & Front Office Administration Responsibilities	• Maintain high standards of accommodation quality, service, and hygiene, ensuring the property consistently meets guest expectations • Manage telephone, email, and in-person enquiries professionally and efficiently. • Process reservations accurately, following yield and revenue management guidelines. • Complete all administrative duties related to front office operations, including reporting, expense tracking, and record maintenance. • Maintain accurate and up-to-date records of all bookings, payments, and guest information. • Communicate effectively with the Assistant Manager and Manager regarding daily operations, issues, or guest feedback. • Manage and secure lost property, ensuring all records and responses are accurate and timely.
Other Responsibilities	• Support the Housekeeping team with their duties to ensure rooms and public areas meet the property's quality and cleanliness standards. • 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. • Perform any other reasonable duties as requested by leaders.
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

Essential

- Previous customer service experience in a fast-paced environment.
- Excellent customer service and guest relations skills

Desirable

- Experience with hotel or property management software (PMS) and other front office systems.

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

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:

