

Cave Guide (Level 1)

PURPOSE OF POSITION:

To provide consistent, quality interpretation services and a high level of customer service, and to safely guide visitors through the Te Anau Caves.

DIVISION:

Te Anau/Manapouri Operations

LOCATION:

Te Anau Glow Worm Caves

REPORTS TO:

Operations Coordinator – Te Anau/Manapouri

DIRECT REPORTS:

No staff report directly to this position.

REAL JOURNEYS VALUES:

There is an expectation at Real Journeys that you will contribute towards delivery of our values:

Keep It Real – Make It Remarkable – Share Your Backyard – Play As One Team – Do It Better – Safe As

CORE COMPETENCIES:

CREATING REMARKABLE CUSTOMER EXPERIENCES:

- Be a gracious host by welcoming and acknowledging all customers;
- Proactively engage with customers. Establish their needs through listening and questions and respond with clear and accurate information;
- Ensure all communication and interactions are conducted in a personable and professional manner;
- Conclude the customers' experience by thanking them with a genuine farewell;

DEMONSTRATING LEADERSHIP:

- Be able to demonstrate initiative, and make decisions using sound judgement;
- Lead by example and go the extra mile to make it Remarkable;
- Embrace our diversity, and be proactive in growing inclusion;
- Keep our promises. For the team to work well we do what we say we do;

A COMMITMENT TO SAFETY

- Safety is the first consideration in everything we do. It is everyone's responsibility - we comply with current industry standard and best practice. We learn from corrective actions and will not tolerate negligence;
- Safety is openness – you will be encouraged to attend health and safety meetings and where possible provide solutions and feedback. Information is shared, investigation conclusions are open and we report every incident with the intention of taking immediate remedial action;
- Safety is about identifying and reporting all hazards and taking a proactive part in reviewing all hazards and risks associated with them;

ROLE SPECIFIC REQUIREMENTS:**HOSTING**

Welcome customers and ensure their needs are satisfied during their stay/experience.

- Welcome customers warmly and engage with them in a polite and friendly manner;
- Anticipate our customers' needs and be available to offer assistance;
- Public areas, tables and service areas are kept clean and tidy. Service areas are fully stocked;
- Customers are thanked and 'farewelled' with sincerity.

FOOD SAFETY

Uphold the highest hygiene practice in food preparation, kitchen and galley areas.

- Appropriately handle and control foodstuffs and stores;
- Awareness of safe food handling, preparation, serving and storage regulations and regularly checking that these standards are being adhered to (including personal hygiene).

GUIDING

Organise and supervise groups involved in outdoor activities.

- Providing advice on safety measures, and ensuring that activities are conducted in a manner to minimise risk to participants;
- Provide first aid in emergencies and take appropriate further action if required;
- Answer questions and advise on local knowledge;
- Familiar with high water procedures; and cleared and signed off within these;
- Cleared on lake vessel operations.

COMMENTARY

Escorts visitors on sightseeing and tours, and describes and explains points of interest.

- To provide clearly delivered, accurate nature guide commentary services in alignment with your area's Interpretation Manual & Plan;
- Ensure you have a good general knowledge of the area you operate in including local fauna, flora, landmarks and history to ensure you can provide informative answers to guests' questions and strike up conversations with them to pass on your knowledge.

OTHER DUTIES

To undertake any other duties as determined by your manager.

- Sometimes in the course of your role, you may be delegated responsibility by your manager, or need to report to someone who has been delegated responsibility;
- Ensure all work environments, wharves, coaches and vessels are maintained to a high standard of cleanliness and presentation;
- Ensure that all rubbish is collected, disposed of appropriately and recycled accordingly.

SKILLS, EXPERIENCE & QUALIFICATIONS		
	ESSENTIAL	PREFERRED
Education/Qualifications/ Licences		Current first aid certificate Current outdoor emergency services certificate Class 2 Licence with P Endorsement
Experience/Knowledge		Customer service experience Cave guiding experience Cleared and signed off on high water operations
Specific Skills	Good communication/interpersonal skills Enthusiastic with the ability to take initiative A team player Good attention to detail	