



# Winter LODGE LEADER RESPONSIBILITIES

## FIRST EVENING OF GUEST ARRIVALS:

- Introduce yourself to each guest when convenient and explain your responsibilities. (often Sat. or Monday nibblies works well when most guests are around)
- Check that everyone has arrived AND has **ticked their name off** the Trip-list.
- **Report any non-arrivals** to the Lodge Manager (or in Summer in Guthega to the Admin Manager ) AND in your Lodge Leader's Report (see survey monkey link below)
- Check everyone is aware of the job assigned to them from the Jobs List.

## DURING YOUR STAY:

- Ensure that cleaning and **sanitising** is carried out as detailed in the Jobs List.
- Monitor members' attention to **completing their Jobs** and guide members (especially Associates) on what is required.
- **Monitor supplies** and advise Admin Mgr on provisioning (if Lodge Manager is not in residence).
- **MONITOR Guests health and discuss if any concerns.**
- Monitor noise levels in stairwell, accommodation corridors and communal spaces and address if necessary.
- Act as Fire Evacuation Warden (if no Lodge Manager is in residence)
- Register any guest complaints and/or situations of unsuitable behaviour or contraventions of rules in the Lodge Leader's report.

## AT THE END OF YOUR STAY:

- **Where practical, check rooms** and ensure all listed jobs have been satisfactorily completed.
- Ensure the checklist for each room is completed.
  - **If you must leave early**, please identify someone who agrees to undertake the final Lodge Leader inspection duties (and shutdown if required) on your behalf AND
  - Please **note their name** in your Lodge Leader Report
- **Ensure the lodge is left clean AND secure.** Follow Lodge Shutdown Instructions if the lodge is being left empty (particularly in Guthega – **check all exterior doors**)
- **Complete your Lodge Leader Report**
  - It is important that you complete the [Lodge Leader Report](#) at the end of your stay or as soon as possible after your return home.
  - Your feedback is important to us and we thank you for your input.