



LODGE LEADER RESPONSIBILITIES

FIRST EVENING OF GUEST ARRIVALS:

- Introduce yourself to guests when convenient and explain your responsibilities. (*often Saturday 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 their room on 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 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 in the [Lodge Operations Guide](#) if the lodge is being left empty (*particularly in Guthega during Summer – 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.