

Banool Lodge

Duty Officer Role & Responsibilities

MONITOR

- Check that the bed list is displayed on the monitor: web address <https://banoolskiclub.cbdweb.net/api/index.php?r=information/roomoccupation&apikey=e3abf368-9218-4e80-8d6a-d05530a4e079>.
- The remote control for the monitor is in the Storeroom. RETURN IT AFTER USE.

BED ALLOCATION

- Check the bed allocation on the bed list and note the apartments that have guests only.

GREET AND NOTIFY GUESTS

Greet new guests on the evening of their arrival. Make sure all guests know the following information:

- **FIRE ARRANGEMENTS:** Point out fire and fire evacuation arrangements. Draw attention to the notice on the kitchen wall.
- **CLEANING REQUIREMENTS:** Indicate the roster of cleaning duties on the kitchen wall.
- **NOISE:** Point out the need to consider other guests with regard to noise, especially for guests in Apartments 1 and 2.
- **SHORTAGES:** Indicate that any shortages of supplies can be replenished if reported to you.
- **HEATING ARRANGEMENTS:** Emphasise that the heater thermostat should be set to the lowest setting when the apartment is unattended during the day. Suggest that the overnight temperature is comfortable if set to 15°.
- **RECREATION ROOM:** Inform guests of the regulations regarding the Recreation Room.

RECREATION ROOM

- Under no circumstances are children to be left unattended in the Recreation Room.
- No children are permitted to use the snooker table.
- Ensure the heating and lights are turned off when the Recreation Room is not in use.

SNOW CLEARANCE

Remove snow when necessary:

- From the bridge connecting the lodge to Parallel Street.
- From the balcony doorways and balconies. The balcony door is the fire exit and must be able to be easily opened at all times.

BEFORE LEAVING

- Check each apartment for shortages or problems.
- Remind all occupants of the cleaning schedule, especially the requirement to clean the oven.
- Remind the occupants to clean out the refrigerators but to leave them on.
- In winter, remind the occupants to turn the thermostat to the snow setting when they leave.
- In summer, remind the occupants to turn the thermostat off when leaving.

LODGE LEFT VACANT

If the lodge will be left vacant when you vacate the lodge, make sure that all windows and doors are closed and locked before you leave the building.

Report any problems or difficulties to the Booking Officer on 03 4706 0100 or bookings@banoolskiclub.com.au