

<b>Contract</b>	<b>Camp Steward / Stewardess</b>
<b>Position is accountable to</b>	<b>Front of House Manager</b>

### **FUNCTION OF THE POSITION**

The Camp Steward/ess is an integral role within the White Desert client camp, ensuring that guests quarters are spotless and a welcoming and efficient service is provided at all times.

This is a busy position which requires individuals to work within a busy, hard-working team but will need to be able self-motivate and work to the high standards expected without supervision.

### **WORKING ENVIRONMENT**

White Desert Ltd is a South African-based tourism company providing small scale luxury tours of Antarctica. White Desert deploys to Antarctica from Cape Town and operates a luxury camp in Antarctica on the Schirmacher Oasis in Queen Maud Land called Whichaway Camp. The Wolf's Fang Runway is located some 140km inland from Whichaway Camp at an altitude of 1,000m. Temperatures will range from 0 to -15 degrees Celsius and winds are generally strong.

All accommodation will be in 'mountain' tents with team members sleeping on the insulated mats on the ground with sleeping bags. Showers, washing and ablution facilities are limited. Meals and snacks will be provided in camp. Telecommunications facilities are very limited.

Antarctica is a hazardous environment requiring professional and disciplined conduct at all times. In the event of an incident, despite significant resources being available, casualty evacuation to a tertiary care facility is likely to take 72 hours and possibly longer if the weather is inclement.

### **KEY ACTIVITIES/RESPONSIBILITIES**

The Camp Steward/ess will:

- Responsible for the daily tidying and cleaning of all client pods, including turn down service, cleaning and general tidying
- Assist with the set up and serving of breakfast, lunch and dinner
- Responsible for the daily cleaning of the shower pod
- Responsible for washing up after all meals
- Perform routine cleaning maintenance and inspection activities
- Where required, report to the Front of House Manager immediately any reoccurring deficiencies or repairs needs. If necessary or more appropriate, report to the Construction Manager
- Provide support in keeping the entrance pod, lounge and dining areas clean and presentable at all times
- Ensure accommodation is ready prior to each client group arrival

- Ensure hot and cold water thermoses are always refilled
- Assist the Front of House Manager with a stock take of linen, towels and items on loan to clients, as the items come in and out of Antarctica
- Support with the movement of cargo and runway logistics including (but not limited to) the unloading of and storage of food and housekeeping items
- Assist with organising food for treks, picnic lunches and 4x4 excursions with the chef
- Assist with set-up and clearing for staff meals

## **REPORTING AND SUPERVISION**

The Steward/ess will report to the Front of House Manager at Camp, with the head of team being the Camp Manager.

## **CLIENTS AND BUSINESS CONTACTS**

White Desert attracts a high-end, luxury clientele. The Steward/ess position has significant exposure to such clients throughout their stay at Whichaway Camp and must conduct themselves in a professional manner befitting White Desert's reputation for hospitality.

## **SELECTION CRITERIA**

### **Mandatory**

1. Demonstrate the range of personal qualities and interpersonal skills necessary to perform as a successful team member within a remote and challenging environment
2. Prior experience of hospitality work within a high-end resort, lodge or yachting environment
3. Be certified as fit for Antarctic service by White Desert Ltd after tests conducted by a medical practitioner

### **Job Specific Criteria**

1. Attention to detail in all tasks undertaken and the drive to deliver an exceptional service at all times
2. Demonstrated ability to thrive in a working environment that is characterised by its isolation, dynamic tempo, or physical austerity
3. Proactive and mature approach to work and life within a small, enclosed team