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*Club Lifestyle Housekeeper*

**Position Outline**

***Lifestyle***  
**COMMUNITIES**

# The Lifestyle Story...



**2003**

James Kelly, Dael Perlov and Bruce Carter developed a business plan

**2004**

Development of our first community at Brookfield –  
Opened in June 2005

**2007**

Listed on the Australian Stock Exchange

**2012**

Major capital raising of \$36m

Since beginning Lifestyle Communities in 2003, our mission has always been to enable working, semi-retired and retired people over 50 to enjoy affordable luxury living in a secure community setting, while having the freedom to enjoy new possibilities with greater peace of mind.

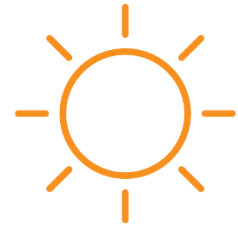
Our first community was at Brookfield in Melton, and over the years we have kept improving on what we do based on the feedback from our customers and homeowners. We have grown the business on two key adages;

1. “You never get a second chance at a first impression” and we ensure that whether it is the look of our communities or the service we deliver, our customers always get a fantastic first impression.
2. “A customer may forget what you told them, but they will never forget how you made them feel”. We want to make every customer touchpoint an amazing experience, one that they will remember and recall with friends and family. We want to ensure that their experience living in a Lifestyle Community is an extremely positive one.

These two adages have been the key enabler of our growth and success over the years and will become even more important as we develop and grow.



# Our Purpose



We're champions for facilitating a bigger, more enhanced life for our homeowners. A cohort of like-minded retired, semi-retired and working downsizers who belong to a generation that's seen more change than any before; and possibly any to come.

We **build** communities because our homeowners have worked hard for what they have and they deserve affordable, beautifully-designed and low maintenance homes in concert with best-in-class amenities. We **create** communities because our homeowners haven't given up on returning to a time when they built strong communities around their own homes. We **nurture** the homeowners within our communities because they seek a space that's truly their own, that strikes the perfect balance between connection and privacy; independence and activity.

Like us, our homeowners rail against an earnestly bland existence or disappearing into a sea of sameness; the one-size-fits all approach that places limitations on what's possible. Which is why we actively listen to them; to their hopes for now and their dreams for the future, so the next time they ask, "what's next?" we've already been busy reimagining.

But, most of all, we champion bigger, more enhanced lives for our homeowners because we know that reducing their property footprint takes a giant leap of faith. This is why we believe it's a privilege to walk alongside them as they elevate the next phase of their lives.

Like us, we believe they're just getting started.  
After all, they're the generation of change. **And they're not done yet.**



**2014**

1,000th homeowner  
moved in



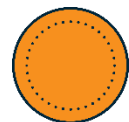
**2016**

2,000th homeowner  
moved in &  
10th Community  
Clubhouse opened



**2018**

Acquired 17th  
Community Site &  
3,000th homeowner  
moved in



**2023**

Land purchased for  
our 31<sup>st</sup> Community  
5,198 homeowners  
1340 pets  
An ASX top 200  
business

# Role Summary

A valued member of our team at Lifestyle Communities, in the role of Club Lifestyle Housekeeper, this position will hold a vital position in maintaining the pristine condition and hygiene standards of our amazing villa interiors. This role sits in our Homeowner Experience Team and will support our Guest Experience Lead for Club Lifestyle.

Your main duties will involve a range of cleaning activities, as well as the organization and replenishment of supplies, all aimed at ensuring the utmost cleanliness to foster a warm and inviting atmosphere for our homeowners. Similarly, our Camp Kitchen and amenities block will rely on the internal cleaners diligent service to maintain their immaculate state.

Additionally, the internal housekeeper will be entrusted with essential administrative tasks, including check-in/check-out procedures, highlighting your pivotal role in delivering exceptional service across all facets of our community.



# Who Am I?

I am a **passionate** person that really enjoys working in a highly engaged and supportive environment to deliver **amazing** service to our team and customers. I have an absolute **passion** about customer service and believe that delivering amazing customer service should be in every business' ethos.

I have **high empathy** and can put myself in the shoes of team members and our homeowners to understand their needs and how to provide an experience that exceeds their expectations.

I have **high EQ** and my working style is one of **collaboration** and **consultation**. I see this role as both **challenging** and **rewarding**.

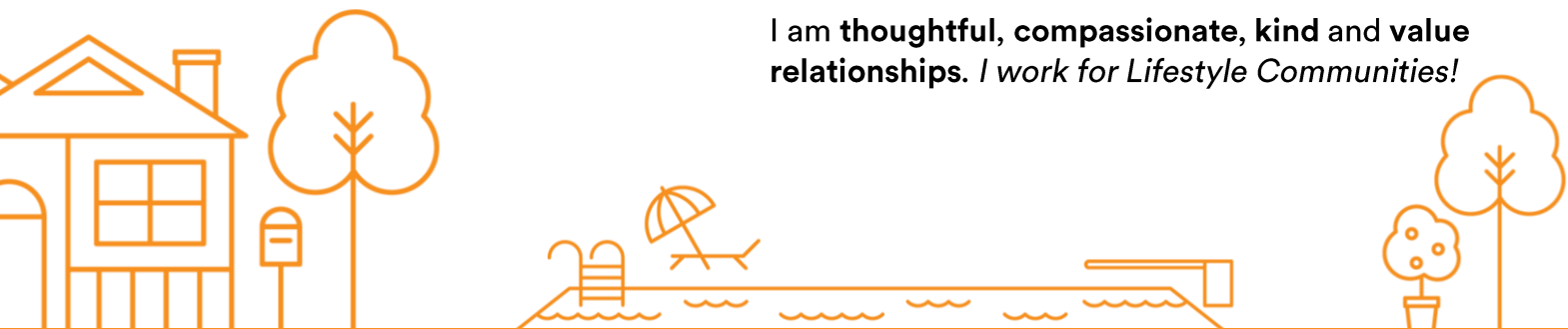
I am eager to grow my skill set whilst at the same time using my experience to achieve and drive results and **make a real difference**.





I continually seek to improve the overall experience for our team members and homeowners. I am excited to **think outside of the box** and constructively challenge the business to be exceptional in all that we do.

I treat everyone with **respect** and show humility in all interactions. I believe that Lifestyle Communities makes a real difference to our customers lives and I work to ensure that I can also make a difference to what we do and the service and product we deliver.

I am **thoughtful, compassionate, kind** and **value relationships**. *I work for Lifestyle Communities!*





Our customer  
is our **only truth**

Do it from  
the heart

Own it,  
sort it

Play as  
a team

Deliver.  
Delight.  
**Everyday**

Be constantly  
curious

## Our Values

Our values drive all our interactions with our customer.

We know that by living these values we can deliver excellent customer service to all stakeholders and believe that these values differentiate us from other operators in this sector.

POSITION TITLE	Club Lifestyle Housekeeper
REPORTS TO	Lifestyle Area Manager
DIRECT REPORTS	NA
LOCATION	Lifestyle Bellarine 711 Portarlington Rd Leopold, Victoria 3224
EMPLOYMENT TYPE	Full Time
DEPARTMENT	EXperience
KEY RELATIONSHIPS	
INTERNAL	<ul style="list-style-type: none"><li>✓ Executive General Manager, Experience</li><li>✓ Lifestyle Area Manager</li><li>✓ Lifestyle Managers</li><li>✓ Guest Experience Lead</li></ul>
EXTERNAL	<ul style="list-style-type: none"><li>✓ Homeowners</li><li>✓ Suppliers</li><li>✓ Maintenance Contractors</li></ul>
SKILLS/EXPERIENCE	<ul style="list-style-type: none"><li>✓ Previous experience in housekeeping roles within the hospitality industry.</li><li>✓ Availability to work flexible hours, including weekends and holidays.</li><li>✓ Excellent communication skills.</li></ul>

# Club Lifestyle Housekeeper

## KEY TASKS / DELIVERABLES

## WHAT WILL SUCCESS WILL LOOK LIKE?

### Cleaning Duties

- ✓ Perform daily cleaning tasks in guest rooms, public areas, and internal spaces according to established standards.
- ✓ Change bed linens, replace towels, and restock amenities to meet guest expectations
- ✓ Monitor and replenish cleaning supplies to maintain inventory levels.
- ✓ Emptying trash cans.
- ✓ Selecting and utilising appropriate cleaning agents to remove stains from surfaces
- ✓ Applying chemicals and deodorizers to surfaces to remove odours

- ✓ All assigned areas are clean, neat & tidy as per set standards
- ✓ All cleaning supplies are fully replenished
- ✓ Clubhouse and other public areas smell of Lifestyle Communities scent

### Occupational Health & Safety

- ✓ Ensure that all assigned areas are well-maintained, organized, and free from safety hazards.
- ✓ Report any maintenance issues, damages, or needed repairs to the appropriate department.
- ✓ Adhere to health and safety guidelines to create a clean and safe environment for guests and colleagues.

- ✓ Any damaged/broken property is fixed and working properly
- ✓ Clubhouse and other public areas do not have any safety hazards showing

### Collaboration & Teamwork

- ✓ Collaborate with other housekeeping staff to maintain a seamless and efficient workflow.
- ✓ Liaising with your manager to ensure that you always have sufficient cleaning products.
- ✓ Adhere to checklists

- ✓ Clear communication between different team members and departments



# Club Lifestyle Housekeeper

## Guest Experience

- ☑ Work with guest experience lead to support check in, check out and general guest experience advancements
- ☑ Guests have a smooth check in & check out experience



## What will *success* feel like for you?

In addition to fulfilling the requirements listed in this position outline, you will be **inspired** and **challenged**, and your learning curve will be steep. You will genuinely believe in the purpose of the business, and you will wake up eager to start the working day where your contributions are valued and rewarded.

### THE KEY CHALLENGES OF THIS ROLE:

- ✓ Meeting the obligations of the works programs in a timely and efficient manner
- ✓ Maintaining a clean and safe environment
- ✓ Ensuring that the supplies are well stocked

# OUR ASK OF YOU

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We have a strong history up to today and we need passionate, motivated and entrepreneurial team members to challenge the status quo.

By joining the Lifestyle Communities team, you are committing to give it your all, live our values, take some risk and make a difference.  
That is all we ask.

I understand the key deliverables and values of Lifestyle Communities, and will execute my role as **Club Lifestyle Housekeeper** to reflect this position outline.

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Signature