

INTRODUCTION

A message from the Elouera Ski Club Committee.

The short-term, on-site management of Pygmy Possum Lodge is delegated to Club members or approved guests who have volunteered to take on the role of Lodge Captain during their stay to ensure that the lodge runs smoothly for the benefit of all.

Alternatives to voluntary Lodge management would result in a live-in manager to ensure the Lodge is well maintained with a resulting loss of available beds - undesirable from everyone's perspective.

It is well understood that looking after a Wing of the Lodge (and sometimes both Wings) can be an undesirable thing to do while "on holidays". However it is vital that the Club has delegated Captains who can (and are willing) to liaise with the members and guests, oversee the Lodge working and quickly advise an appropriate Club Manager of any difficulties encountered in the day to day running.

The Lodge Captain's "job" can be made a lot easier if everyone at the Lodge follows a few simple guidelines and understands the part that they play so that the Lodge can continue to function smoothly and sustainably and so that everyone can fully enjoy their holiday.

When a problem arises in a wing that can't be resolved by a Lodge Captain it is the Captains responsibility to first seek advice from the other wing Lodge Captain and failing resolution to then contact a designated Club Manager for advice.

Thank you for all for assisting the Club during your stay - we hope you have a great holiday.

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1. KEYS

Lodge Captain Keys - the three (3) keys issued to a Lodge Captain are all that is needed to open everything to keep the lodge running normally. They are:

- **Front door key** – the front door key is mainly superfluous during the winter season as the door is normally left unlocked to allow members and guests to come and go easily. Only the person needing to open up initially and locking up at the end of the stay will need this key.
- **Food store key** – is identical to those available in each kitchen for everyday use. Note that the store is to be kept locked at all times and anyone paying other than the full adult tariff is required to be accompanied in the store by an adult.
- **Security key (PP)** - opens the key cabinets inside the food store (one at each end). These cabinets contain spare keys to bedrooms (see also item 2 below).

The security key also opens the padlock on a designated trunk in the East Wing workshop that holds the keys for all secure working equipment including the phone, washing machine & clothes dryers.

Other keys you will need to know about are:

- **Bedroom Keys** - If a member or guest locks their key in their room then the Lodge Captain will get the spare key from the appropriate key cabinet, open the required room and return the key to the key cabinet.

If a bedroom key has been lost the replacement cost (\$20) is to be added to the food store purchases for the person by the Lodge Captain and then the Property Maintenance Manager - Pygmy Possum is to be notified via the free call number so that a replacement key can be sent with the next Lodge Captain.

It is suggested that bedroom keys not be taken out of the Lodge as they are easily lost in the "great outdoors" but instead are secured somewhere in the lodge (eg a food cupboard). When bedroom keys are not returned the lock on the bedroom door concerned must be changed at the end of the season at considerable cost to the Club.

- **Washing machine and dryer keys** - *unscrew the lock in addition to unlocking it.*

If you are requested or need to empty a coin box use one of the coins after you lock the box to ensure that the machine still works. To ensure the machine is working and before you leave, do the week end washing and drying of tea towels **after** you have emptied the coin boxes. If the coin box has been replaced incorrectly the machine will not work so you need to remove the coin box (again), recover the coin, insert the coin box fully and lock it again.

If you have difficulty with any keys or are unsure please call the Pygmy Possum Property Maintenance Manager on the free call numbers (printed in the phone booth).

2. INFORMATION & NOTICES

During the winter especially it is important to note all information available to ensure to know how to act under various circumstances that may arise during your stay

- On arrival the Lodge Captain in your wing will attach a copy of the accommodation sheet to the lounge room notice board near the Guest Register and another copy in the Telephone Booth to enable easy location of guests receiving a telephone call.
- The Lodge Captain will also attach a Lodge Duties Form (Form 1) to the lounge room notice board near the Lodge register where everyone can access it and fill in their preferred chore for the end of the week. All adult guests must put their names on the form and ensure that the duties are carried out satisfactorily in addition to daily maintenance jobs.
- Other notices regarding oversnow travel times, Chalet and village activities are shown on the screen in the games room (not a TV) and notices appear from time to time on wing notice boards so keep an eye on them too.

3. FIRE ALARM

- If the Fire Alarm sounds a Lodge Captain is to go to the main front entrance foyer and open the glass alarm panel door with the key to silence the audible alarm (the key is either in the glass door lock or hanging on a nail above the panel).
- There will be a flashing red light on the panel that indicates the area (zone) where the "fire" is located – not the actual room but the level and wing.
- Check all alarms in the indicated location (bedrooms and other areas) to ensure that there is no actual fire – the lamp on the detector will be flashing at the source of the alarm.

- Reset instructions for the alarm are printed on a notice above the alarm panel and – **reset only after the lodge has been fully checked** to ensure there is on actual fire.
- **NOTE:** Alarms will operate if guests are illegally smoking in their room or if they allow steam to escape from bathrooms.

NOTE: The alarm does NOT automatically contact the fire brigade so if there is a REAL FIRE act accordingly and follow emergency procedures.

4. KITCHEN - FRIDGES, FREEZERS, CUPBOARDS, etc

- The people in each bedroom are allocated a fridge space, freezer space and a food storage cupboard and are to ensure that they do not encroach into other people’s space unless invited.
- No containers (cases of wine, beer, food, fruit or vegetables) are to be stored in the living / dining area – especially the area between the stairs and the kitchen because of fire risk.
- Guests are to take coolite boxes and similar away with them as they leave or dispose of them environmentally so that they are not left under the stairs or in the foyer for others to dispose of.
- **Please follow instructions on signs in the Kitchen regarding waste handling and Food Safety**

5. REPORTING - LODGE CONDITION & MONEY COLLECTED

At the end of each week the Lodge Captain of each wing is to work together with the other Lodge Captain to settle food store accounts, pay refunds where possible and to arrange for return of excess monies to the Hon. Treasurer together with reports on monies managed during the week.

- **Form 2** – Checklist and report form is to be completed immediately on arrival, then during the week and at the end of the week to provide the Lodge Manager and Property Maintenance Manager with information regarding guest behavior, problems encountered, suggestions and repairs or replacements that may be required.
- **Forms 3 and 4** are used to provide details to the Hon. Treasurer of the money cleared from collection sources (washing machine, telephone, etc) and for settlement of food store accounts.

LODGE CAPTAINS – END OF WEEK ADMINISTRATION DUTIES	
1.	Empty machine money - phone, laundry machines – Coordinate with other Wing Captain (Form 4)
2.	Collect and check Food Store docketts – refund cash from machine money & reconcile accounts (Form 3)
3.	Complete the Wing checklist and report form (Form 2)
4.	Close wing (if requested by Booking Officer) and return keys, reports, money and any observations to ESC Bookings, PO Box 3157, Thornton, NSW, 2322 for distribution to appropriate Managers.

6. RESOURCES:

The operations manual on the shelf with the guest register in each wing contains Annex 1, 2, 3 and 4. The lodge captains of each wing are sent copies of Annex 1 and Forms 1, 2, 3 and 4:

- Lodge management-Annex 1-Opening & closing the lodge
- Lodge management-Annex 2-Guest briefing
- Lodge management-Annex 3-Bed Configuration
- Lodge management-Annex 4-Fire emergency procedure
- Lodge management-Form 1-Guest duties
- Lodge management-Form 2-Checklist & report
- Lodge management-Form 3-Money-foodstore
- Lodge management-Form 4-Weekly balance

Other resources in the lodge are:

- Ski touring register (1 only in the Lodge) and touring white board at entrance
- Lodge operating manual and diagrams – in Games Room Cabinet
- Phone contact list - in phone box (free calls for information & assistance, 50c minimum coin returned at the end of the call)
- Environmental management – awareness guidebook in each wing