

Boutique Sales Representative

REPORTS TO: Vice President, General Manager, Director of Operations

PURPOSE OF THE JOB

The main purpose is to assist the guest in purchasing accessories.

DUTIES & RESPONSIBILITIES

- ☐ Always greet guests in a friendly and professional manner
- ☐ Engage each guest as a unique individual and listen attentively to their requests
- ☐ Daily record of sales
- ☐ Handling of Debit, Credit and cash purchases ensuring it balances correctly at the end of shift
- ☐ Responsible for inventory
- ☐ Ensure proper filing of all paper work
- ☐ Responsible for the cleanliness of the Boutique area
- ☐ Knowledge of the Violence and Harassment Policy & Procedures
- ☐ Read, understand and comply with all Resort Policies and Procedures
- ☐ Other duties as assigned

SKILLS & EDUCATIONAL REQUIREMENTS

- ☐ Computer knowledge
- ☐ Cash, Debit and Credit processing skills
- ☐ Experienced in administration of office duties
- ☐ Computer skills
- ☐ Positive communication and problem solving skills
- ☐ Experience working with people of all ages
- ☐ Able to work cooperatively with a number of departments
- ☐ Read & write English and able to differentiate between colours

PHYSICAL & TIME REQUIREMENTS

- ☐ Day Shift Hours
- ☐ Afternoon Shift Hours
- ☐ Being flexible with departmental schedule
- ☐ Being punctual and professional with assigned duties
- ☐ Follow lunch, washroom and break procedures as directed
- ☐ Stability to walk on uneven surfaces and icy conditions
- ☐ Ability to remain stationary for long periods of time
- ☐ Communicate, converse with and exchange accurate information with customers and fellow employees in a polite and professional manner

Employee Signature

Date

Robert Huter

Robert Huter, General Manager



Ticket Cashier

REPORTS TO: Vice President, General Manager

PURPOSE OF THE JOB

The Ticket Cashier is one of the first contacts with a guest at Mount St. Louis Moonstone Ski Resort, so we need to make sure it is consistently a positive one. Each guest that walks into Mount St. Louis Moonstone Ski Resort will be welcomed and acknowledged with positive customer service. A Ticket Cashier is responsible for ensuring the guest is provided with the highest level of service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, a Ticket Cashier has the ability and empowerment to make the guest's experience more than memorable. A Ticket Cashier must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

DUTIES & RESPONSIBILITIES

- ☐ Always greet guests in a friendly and professional manner
- ☐ Engage each guest as a unique individual and listen attentively to their requests
- ☐ Listen to guest's complaints or concerns and resolve their issues in a timely and professional manner
- ☐ Working in conjunction with all departments for the daily operations of the Resort
- ☐ Responsible for daily records of lift ticket sales, lessons, refunds, rentals, groups/schools, lockers
- ☐ Handling of Debit, Credit and cash purchases ensuring it balances correctly at the end of shift
- ☐ Responsible for the cleanliness of the ticket office
- ☐ Responsible for all money received (cash, cheques, credit cards)
- ☐ Learn and adhere to all fire and emergency procedures
- ☐ Responsible for the cleanliness of the Guest Services area
- ☐ Knowledge of the Violence and Harassment Policy & Procedures
- ☐ Read, understand and comply with all Resort Policies and Procedures
- ☐ Other duties as assigned