



## Guest Service Representative

**REPORTS TO:** Vice President, General Manger, Director of Operations

### PURPOSE OF THE JOB

The Guest Services Representative is typically the guest's first interaction with 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 Guest Service Representative 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 Guest Service Representative has the ability and empowerment to make the guest's experience more than memorable. A Guest Service Representative 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 daily records of lost and found; keeping the lost and found tidy and organized
- Ensure proper filing of all paper work
- 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



## Guest Service Representative

### SKILLS & EDUCATIONAL REQUIREMENTS

- Good computer skills including Microsoft Word, Excel, Outlook, Microsoft Access, CRCSS (Norsoft)
- Cash, Debit and Credit processing skills
- Knowledge of rental equipment, and pricing of tickets and lockers. Keeping up with any changes from season to season
- Possess effective communication and problem solving skills
- Experience working with people of all ages
- Able to work cooperatively with a number of departments
- Experienced in administration of office duties
- 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 guests and fellow employees in a polite and professional manner

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Employee Signature

\_\_\_\_\_  
Date

***Robert Huter***

Robert Huter, General Manager