



# GUEST SERVICES ATTENDANT

A guest services attendant provides guest with information about the resort and assists the guests with any other services they require. Work can be very fast-paced, especially during the high season, and the guest services attendants are often the eyes and ears of the resort, as they are constantly moving around it, and often notice issues that need attending to.

## **Responsibilities:**

- Provide guests with verbal or written information about the resort facilities, services and attractions
- To provide correct, up-to-date information to all guests/visitors and staff
- Process bookings for guests/visitors for events and activities offered by Silver Star
- To record and resolve all Customer complaints and comments, including following up on these issues to ensure complete Customer satisfaction
- To keep the information desk up-to-date through constant review of information so that guests/visitors are always correctly informed
- Sending out correct and current daily weather/grooming reports by fax/email to all establishments who requested this information
- Updating channel 12 daily to broadcast all correct, up-to-date information concerning the Mountain every morning before 6 am
- To oversee and help with all events and activities
- Provide service to issue gym passes for the NATC

## **Knowledge, Skills and Abilities:**

- Must have a beginner to intermediate level of ski/snowboarding skill
- Must be able to provide the employer with a drivers abstract
- A minimum 6 months to 1 year customer service experience
- Professional attitude
- Ability to work as a member of a team
- Good communication skills
- Good time management skills may be required
- Knowledge of facility, services and locale
- Secondary school diploma is preferred
- Post-secondary training in tourism is advantageous
- Guest Services Attendant National Occupational Certification is an asset

## **Hours:**

- Per week range between 32-40 F/T and must be flexible

## **Wage:**

- Minimum starting wage is \$9.00 per hour

## **Operational Hours:**

- Operations hours can range from 5am till 10pm