



Guest Service Representative

Reports To

Your Direct Supervisor, and or Nicholas Huter, Sarah Huter, & Robert Huter

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

Skills & Educational Requirements

- Good computer skills including Microsoft Word, Excel, Outlook, Microsoft Access, CRSS (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