



GUEST RELATIONS HOST

Job Description

Summary:

As a Guest Relations Host you handle all customer service from the front desk clerk, to the reservationist, to the concierge. You will handle customer needs by phone, email & in person. In addition to servicing our guests, you will also coordinate with housekeeping, maintenance & the events department with the daily operations.

JOB REQUIREMENTS

- Must be able to work all Weekends & Holidays
- Must be able to pass a background check

SKILLS REQUIRED

- Customer Service
- Must be comfortable with problem-solving
- Computer literate
- Multitasking & Prioritizing
- Hard Working & Self Motivated

JOB DUTIES include but are not limited to...

- Book & manage reservations
- Assist our guests from check-in to check-out
- Assist guests with all needs and inquiries for both Pine Rose & our local area
- Communicate, delegate & prioritize daily operations with Maintenance & Housekeeping
- Create & follow up on Lodge & Holiday Contracts
- Answer phone call, emails & facebook comments & questions

TO APPLY

- In order for you to be considered for this position please follow the directions carefully. You can download and fill out the application from this hiring page or you can send your resume to hr@pinerosecabins.com. Applications/Resumes must be in PDF format and the subject line should read "Guest Relations Host"

HOURS & PAY

- ★ Day & Night Shifts
- ★ Mostly 6-hour shifts (some 8-9 hr.)
- ★ Full Time 5 - 6 shifts a week
- ★ Part-Time 2 - 4 shifts a week
- ★ Must Work Weekends & Holidays
- ★ Starting Pay \$15-\$17 D.O.E.

BENEFITS

- ★ P.T.O.
- ★ Yearly Safety Bonus
- ★ Health Insurance TBA
- ★ Discounted Pine Rose Lodging & Snow Valley Lift Tickets
- ★ Holiday Pay for when we are closed on Thanksgiving & Christmas Day