



## GUEST RELATIONS HOST + HOUSEKEEPING

### Job Description

**Summary:** As a Guest Relations Host you handle all customer service from front desk clerk, to reservationist, to 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.

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#### 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 guest 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

**Summary:** As a Housekeeper, You will prep bins with the needed supplies for each cabin checking out. Check-out is at 11 am and check-in is at 2 pm so it can be very demanding & high pace. After 2m check-ins, the team breaks for lunch. After lunch, you continue to clean unoccupied cabins, do laundry, clean & stock housekeeping workspace.

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#### JOB REQUIREMENTS

- Must be able to lift 30 lbs.
- Must be able to work all Weekends & Holidays

#### SKILLS REQUIRED

- Eye for Detail
- Self Motivated
- Hard Working
- Team Player

**JOB DUTIES** include but are not limited to...

- Laundry
- Deep cleaning
- Inventory
- Stock
- Cleaning Cabins,
- Cleaning Lobby & Offices

#### TO APPLY

→ Download an application from our website or pick one up at 25994 Highway 189 in Twin Peaks

OR

→ You may also email your resume to [hr@pinerosecabins.com](mailto:hr@pinerosecabins.com). "Guest Relations + Housekeeper" in the subject line

#### HOURS, PAY & BENEFITS

- ★ Housekeeping 1-3 shifts a week
- ★ Guest Relations Host 2-4 shifts a week
- ★ Full Time, Starting Pay \$17 (Hskp. some tips)
- ★ P.T.O.
- ★ Discounted Pine Rose Lodging & Snow Valley Lift Tickets
- ★ Holiday Pay for when we are closed on Thanksgiving & Christmas Day