Guest Relations Host

SUMMARY:
As a Guest Relations Host, you will be the friendly face and helpful voice assisting our guests throughout their stay. Your role includes a combination of front desk duties, reservation assistance, and concierge services. You'll interact with guests by phone, email, and in person to ensure they have an enjoyable experience. You'll also be the hub that connects our housekeeping, maintenance, and events teams, keeping daily operations running smoothly.

WHAT THIS ROLE IS REALLY LIKE
Hospitality in a mountain resort town has its own rhythm, and we want you to know it going in. During peak season and wedding weekends, the front desk is at the center of everything: phones ringing, guests checking in, wedding parties with last-minute needs, and team members coming to you for answers, often all at once. Mountain weather adds its own surprises (snowstorms, power outages, road closures), and when plans change, guests can be frustrated or upset, sometimes loudly. You'll be the calm, friendly presence who listens, solves the problem, and keeps things moving.
The off-season is the opposite. Some shifts are quiet, and we need someone who stays motivated, finds productive work, and keeps standards high on slow days too.
This role is a great fit if you stay steady under pressure, don't take a guest's frustration personally, can juggle several priorities and shift gears quickly, and enjoy being the person others rely on when things get busy.

JOB REQUIREMENTS
- Must be able to work weekends & holidays (excluding Christmas & Thanksgiving Day)
- Must be able to pass a background check

SKILLS REQUIRED
- Strong customer service skills, including with upset or demanding guests
- Stays calm, professional, and solution-focused in high-pressure situations
- Comfortable solving problems and making decisions independently
- Excellent multitasking and prioritization during high-volume periods
- Clear communicator who can coordinate with multiple departments at once
- Self-motivated during slow periods, with the ability to find and complete tasks without direction
- Proficient with computers

ESSENTIAL JOB DUTIES include but are not limited to…
- Booking and handling reservations
- Assisting guests from check-in to check-out, including large wedding and group arrivals
- Responding to guest inquiries, requests, and complaints in person, by phone, and in writing
- Resolving guest concerns professionally, including during weather events and other disruptions
- Communicating daily guest requests to the maintenance, housekeeping, and events teams
- Creating and following up on lodge and holiday contracts
- Answering phone calls, emails, and social media questions/comments
- Completing projects and administrative tasks during slower periods

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

HOURS & PAY
- 30–40 hours a week
- Day & night shifts (office hours are 9am to 8pm)
- Starting pay 17–19 D.O.E. (eligible for a raise after 90-day introductory period)
- Some small bonuses

BENEFITS
- Health benefits after 90 days
- Vacation pay & 401(k) after 1 year
- Holiday pay: Christmas Eve, Easter & Fourth of July

Pine Rose Cabins is an equal opportunity employer. Reasonable accommodations are available to qualified applicants and employees as required by law.