



## GUEST RELATIONS HOST

### 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 basic recurring 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 skills
- 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 community
- Communicate, delegate & prioritize recurring daily operations with maintenance, housekeeping & events
- 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 directions carefully. You can download and fill out the application from this hiring page or you can send your resume to [hr@pinerosecabins.com](mailto:hr@pinerosecabins.com). Applications/Resumes must be in PDF format and the subject line should read "Guest Relations Host"

#### HOURS & PAY

- ★ Day & Night Shifts
- ★ 6 To 8 Hour Shifts
- ★ Must Work Weekends & Holidays
- ★ Starting Pay \$16-\$18 D.O.E.

#### Benefits

- ★ P.T.O.
- ★ Yearly Safety Bonus
- ★ Discounted Pine Rose Lodging & Snow Valley Lift Tickets
- ★ Holiday Pay Christmas Eve, Easter & Fourth of July (closed Christmas & Thanksgiving day)