



GUEST RELATIONS HOST

(Front Desk & Cabin Rentals)

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. Additionally, you'll collaborate with our housekeeping, maintenance, and events teams to keep daily operations running smoothly.

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
- Comfortable solving problems independently
- Proficient with computers
- Excellent multi-tasking and prioritization
- Hardworking and self-motivated

JOB DUTIES include but are not limited to...

- Booking and handling reservations
- Assisting guests from check-in to check-out
- Responding to guest inquiries and needs
- Communicating with maintenance, housekeeping, and events teams with daily guest requests
- Creating and following up on lodge and holiday contracts
- Answering phone calls, emails, and social media questions/comments

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 & 401k after 1 year
- Holiday Pay Christmas Eve, Easter & Fourth of July