

# GUEST SERVICES ATTENDANT

A guest services attendant provides service to guests. They help by offering information, and generally endeavor to make each and every person's stay a pleasant one. Work can be very fast-paced, especially during the high season. Guest services attendants are often the eyes and ears of a property.

## Responsibilities:

- Provide guests with verbal or written information about the facilities, services, rates, and area attractions
- Answering phone
- Selling lift passes, rentals and lessons
- Process payments

## Knowledge, Skills and Abilities:

- Professional attitude
- Ability to work as a member of a team
- Good communication skills
- Customer service skills
- Enjoy working with people
- Physical ability to lift and carry other items
- Good time management skills may be required
- Knowledge of facility, services and locale
- Secondary school diploma is preferred
- Post-secondary training in tourism is advantageous
- Previous Guest Services experience is an asset.

## Work Schedule:

- Average day would be 8:30 am to 4pm
- Average evening shift would be from 3:30 pm to 9:30 pm