

Operations & Hospitality

FRONT DESK



JOB DESCRIPTION

The Front Desk staff are responsible for managing the reservation process and preparing the required documentation for all arriving and departing members.

REQUIREMENTS

The following are preferred or required:

- Excellent interpersonal skills and enjoyment of working with a variety of different personalities.
- Must be able to graciously talk with staff and members in person and over the phone.
- Computer and general office skills required.
- Must have the maturity, social intelligence, and problem-solving skills in a fast-paced environment.

RESPONSIBILITIES

- Make reservations and care for member payments and billing in the process.
- Multi-task on various assignments and organize important documents for efficient processing.
- Manage the check-in and check-out of members through the reservation system.
- Prepare welcome packets for each new member's arrival.
- Be available to greet and welcome members as they enter the lobby.
- Take member questions or requests for resort items and communicate to various departments the needs.
- Listen and de-escalate situations with upset members.
- Assist as the Front Desk control center for reported missing child cases or other similar scenarios.

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HILL WAIT STAFF



JOB DESCRIPTION

The Hill Dining facility is a family-style dining atmosphere where the wait staff role is a friendly and social position that serves resort members at their assigned tables during their week-long stay. It provides the opportunity to connect with the families as well as network with those who you want to stay in touch with.

REQUIREMENTS

The following are preferred or required:

- Must have social intelligence, be able to multitask, and have a positive attitude.
- Must be at least 16 years old.
- Wait experience is preferred but not required.

RESPONSIBILITIES

- Greet families as they enter the dining hall for meals and take their drink orders at their assigned table.
- Prep, stock, and organize your drink station before and after each meal. This means brewing coffee before mealtime begins, checking and filling up juice, soda, and milk machines, etc.
- Clean and stock the tables after members leave, setting the tables for the next meal.
- Sweep throughout the tables during the day (between shifts) and mop the areas at the end of the day.
- Communicate with team members and the host/hostess to know what the ingredients are in each of the meals so you can best answer the members' questions in reference to dietary restrictions.
- Listen and respond in a professional manner with members, using what you learn in the customer service and professionalism seminars you had during training week.

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PURDY WAIT STAFF



JOB DESCRIPTION

The Purdy Dining Room is an intimate, fine dining atmosphere where the Purdy Wait Staff role is a friendly and social position that serves resort members' at their assigned tables during their week-long stay. It provides the opportunity to connect with the families as well as network with those who you want to stay in touch with.

REQUIREMENTS

The following are preferred or required:

- Must have social intelligence, be able to multitask, and have a positive attitude.
- Must be at least 16 years old.
- Wait experience is preferred but not required.

RESPONSIBILITIES

- Greet families as they enter the dining hall for meals and take their drink orders at their assigned table.
- Prep, stock, and organize your drink station before and after each meal. This means brewing coffee before mealtime begins, checking and filling up juice, soda, and milk machines, etc.
- Clean and stock the tables after members leave, setting the tables for the next meal.
- Sweep throughout the tables during the day (between shifts) and mop the areas at the end of the day.
- Communicate with team members and the host/hostess to know what the ingredients are in each of the meals so you can best answer the members' questions in reference to dietary restrictions.
- Listen and respond in a professional manner with members, using what you learn in the customer service and professionalism seminars you had during training week.