



# HOSPITALITY AGENT

*Are you ready to put the DREAM in Dream Team? Do you want to work in a place surrounded by ponderosa pines, crisp mountain air, a championship golf-course, and world-class amenities? Are you eager to join a collaborative team who strives for excellence and where your contributions make a BIG impact? We're hiring at Pine Canyon and are looking for a Flagstaff-based superstar to join our spectacular group.*

**FSLA Status:** Non Exempt

**Department:** Pine Canyon Hospitality

**Reports to:** Hospitality Services Manager / Director of Hospitality

**General Purpose:**

To provide courteous and professional service to guests who are checking into or out of the Club Cabin's at Pine Canyon and to offer assistance to guests as needed during their stay. Qualified candidates will thrive in a hospitality environment and be highly focused on providing superior service to members and guests. Must be willing to work a flexible schedule.

**Essential Skills:**

- Strong sense of extraordinary customer service standards
- Professional presence
- Confidence in handling issues and complaints
- Requires excellent communication and a strong attention to detail
- Team player
- Reliable and punctual

**Essential Duties:**

- Create and handle reservations through InnRoad
- Communicate with guests via phone and email on expectations leading up to their stay
- Prepare the cabin for guests' arrival and provide a seamless in-suite check-in experience
- Provide concierge services (Including, but limited to assistance with ground transportation, restaurant or entertainment reservations and provide other information on the club and locale)



# HOSPITALITY AGENT

## **Essential Duties Continued:**

- Resolve issues and complaints from guests and members
- Prepare and print special menus, weekly flyers, create special signage for the club, buffet signs, and table top name cards when needed
- Maintain Guest Card Program both administratively and follow through when the guest arrives. Communicate with Sales, Golf Shop, Camp and Food & Beverage
- Handle all RSVPs for the dining room and special events