

JOB DESCRIPTION

Position: Sky High Guest Service Supervisor

Reports to: General Manager, Aquatics Manager

Oversees: Front office area, ticketing, guest relations, phones

Job Classification: Non-exempt, full, part-time, or seasonal

Turtle Island and ARM, LLC requires 100% commitment from every associate, to uphold our core values and mission. Regardless of your position or role, you must display “over the top” hospitality to guests and fellow team members that goes beyond standard expectations. You must act with integrity, deliver a quality performance, be a positive influence on your team, act disciplined and professional, have accountability and ownership for your role and work with a smile.

Position Summary: Provides guests with excellent service while maintaining, an efficient and effective operation in all areas of guest services and the front office area. Thoroughly welcoming and assisting all guests, balances and reconciles daily accounting records, completes necessary paperwork, performs cash and credit transactions for incoming revenue, handles guest inquiries and complaints, fields incoming calls and directs appropriately. Monitors third party review sites and responds to guest comments.

Essential Position Responsibilities:

- Oversees daily operation of the front desk area and maintains a welcoming presence as the “first impression” for many guests, fellow associates and vendors. Maintains a welcoming presence to the property and in the front office area, especially when in view of guests. Immediately acknowledge guests, requests, and questions.
- Observes the company’s “10-4” rule for all guests (Within 10 feet of physical proximity to a guest, make eye contact and acknowledge their presence by nodding and smiling. Within 4 feet of physical proximity to a guest, verbally acknowledge them, this can be by simply saying “Hello, how are you today?”.
- Is neat and clean in appearance, wears proper uniform, name/ID badge, correct department footwear, and a smile.
- Provides excellent customer service that goes “above and beyond” the expectations of Sky High guests. Conducts themselves in a professional, courteous manner **at all times**. Immediately addresses all guest requests and follows through to ensure resolution and 100% satisfaction.
- Immediately addresses all guest requests or complaints and follows through to ensure resolution and 100% satisfaction.
- Answer phone calls and assist guests with inquiries, reservations and general information.
- Assists with the development, implementation, and monitoring of schedules for waterpark operation.
- Assists with training and supervising Team Members on a daily basis for the department.

- Follows proper cash and credit card handling procedures. Accurately completes required paperwork and cash out procedures. Completes ticket reconciliation and tracking form daily.
- Practices excellent communication skills, shares information to other shifts and to management through use of the daily logbook or other approved channels. Communicates all necessary information to current or future guests to ensure maximum satisfaction and revenue potential.
- Has a thorough understanding of all systems used at the front office, including POS System, the phone system, and intercom and paging system. Ensures the hotel equipment, such as fax machines, copiers and the PMS system are maintained properly and secured.
- Has thorough understanding of all emergency plans, safety and operating procedures/standards-especially with regard to handling guests and maintaining service if an emergency or other issue arises.
- Well informed and confident in ability to appropriately handle missing child alert.
- Follows procedure and reports all incidents or injuries to supervisor immediately.
- Provides input and ideas on the operation of the front office, participates in training initiatives and skill development, and provides feedback to improve the department.
- Completes any other task as requested by a supervisor, including the training new associates.

Position Specific Requirements, Knowledge, Skills and Abilities:

- Must have aptitude with regard to cash counting and handling of cash and credit transactions.
- Must have ability to pass any related competency or skills based training that is necessary for the department.
- Must learn and be able to pass all tests on the POS.

Performance Measurement:

The performance of the Guest Service Associates at Turtle Island is measure directly by the satisfaction of our guests. Superior performance means having no guest complaints, accuracy and consistency in cash handling and accounting procedures, overall effective operation of the front office, switchboard, ticket sales and guest services.

Physical, Schedule and Work Requirements:

- Availability to work on all shifts, during the normal operating hours of the waterpark
- Availability to work during the entire season Memorial Day through Labor Day with minimal requests for extended periods of time off (any prior commitments must be addressed before start date)
- Ability to stand for extended periods of time

Please note: This job description is intended to be a guide for new associates to understand their role and what is necessary to fulfill the responsibilities of their position. It is not a complete list of every task that may be required in this job role. Job tasks may change from time to time, with or without notice, at the discretion of American Resort Management and this property.

I have read and understand the content contained in this job description and have addressed all questions or concerns related to the requirements of this position.

Associate Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Turtle Island and ARM, LLC offer Equal Employment Opportunity to all applicants and employed associates without regard to race, color, religion, gender, sexual orientation or preference, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Selection is based on the candidates whose background and qualifications best match the knowledge, skills and abilities expected for the position as determined by the hiring manager.