

JOB DESCRIPTION

Position: Sky High Guest Services

Reports to: General Manager, Assistant General Manager, Operations 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: Guest Services are the first impression of Sky High providing a welcoming experience as guests enter the facility and enjoy their day inside our facility.

Essential Position Responsibilities:

- Welcomes all guests into Turtle Island Sky High and assists with purchases inside the facility
- Ensures all guests sign waivers before entering the facility, answering questions and concerns as needed
- Has cash handling responsibilities always maintaining cash/wristband security protocols throughout their shift.
- 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 our 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.
- Follows proper cash and credit card handling procedures. Accurately completes required paperwork and cash out procedures.
- Practices excellent communication skills, shares information to other shifts and to management through use of approved channels. Communicates all necessary information to current or future guests to ensure maximum satisfaction
- Follows procedure and reports all incidents or injuries to supervisor immediately.
- Completes any other task as requested by a supervisor, including the training new associates.

Position Specific Requirements, Knowledge, Skills and Abilities:

- Must have a fun and exciting attitude when at work as the host for our birthday and group events
- 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.

Physical, Schedule and Work Requirements:

- Availability to work on all shifts, during the normal operating hours of the Sky High
- 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.