

Position: Guest Services

Report to: Office Administrator and Executive Director

Schedule and commitment: June to August. Weekend work is essential. This is a 24-hour responsibility, with time off each day. In addition, staff receives one 32-hour period off each week.

General description:

To be responsible to welcome and for the well-being of guest groups at Gracefield Christian Camp and Retreat Centre. Guest services is responsible for the preparation of guest spaces, including housekeeping, group check in/check out, site orientation and equipment rental. They will also responsible for selling camp merchandise through the camp store.

1. Communicate with office admin to understand and facilitate guests needs
2. Greet and welcome guests
3. Orient guest groups to rules and regulations of site and facility use. Quiet hours, first aid stages, lodge etiquette, dining hall procedures etc.
4. Schedule with waterfront staff of facilities needed such as supervised swimming or boat. Schedule group activities and communicate what facilities are used and when any shared facilities might be used.
5. Assist kitchen with dining hall preparation for meal. Table setup, napkins, etc.
6. Address any guest requests or equipment rental or instruction.
7. Communicate with front office regarding invoices and any possible extra charges – equipment rental or extra cleaning fees
8. Check out guests at the end of their stay and request they complete a guest survey.
9. Operate the camp store
 - a. With Executive Director, create and maintain an inventory of sellable items.
 - b. Create and staff store during weekends and some weekdays.

Guest Groups

1. Housekeeping
 - a. Clean and prepare buildings ensuring a clean and welcoming environment, this includes cleaning bathrooms, sweeping and vacuuming of bedrooms, hallways and living spaces.
 - b. Ensure kitchen spaces are clean, including interior and exterior of appliances and dishes.
 - c. Wash and dry laundry and prepare bedding as required for group numbers.
2. Check buildings, public washrooms morning, afternoon and evening for any cleaning or resupply needed.
3. Communicate with front office and maintenance crew of any needed maintenance issues.
4. Communicate with front office of required cleaning and housekeeping supplies at beginning of each week.
5. Assist maintenance crew with daily garbage run or cleaning required.

Camp Groups

1. Prepare cleaning supplies for camp staff use to clean cabin areas and daily chore activities.
2. Ensure camp staff understand what needs to be done for daily cleaning chores.

Within reasonable limits, perform other camp duties as instructed by the Executive Director.

Screen Procedure: In accordance with the *Leading with Care* policy of The Presbyterian Church in Canada, screening of adults involved in ministry with children and youth includes completing a teacher/ leader form, and, in the case of prospective teachers/ leaders, an interview by two people, a reference check, and a Police Records Check for high risk ministries.