



Position: Guest Services

Reports to: Managing Director (MD)

Schedule and commitment:

This is a 24-hour responsibility , with time off each day. In addition, staff receive one 32 hour period off each week.

General description:

The **Guest Services** team is responsible for the welcome and well-being of guest groups at Gracefield Christian Camp and Retreat Centre. The guest services team is responsible for the preparation of guest spaces, liaising with housekeeping & maintenance, group check in/check out, site orientation and equipment rental.

Specific Responsibilities:

Guest Groups:

1. Greet, Check in and welcome guests and direct them to direct clients to rooms or lodges
2. Assist the MD with, orienting guest groups to rules and regulations of site and facility use. Such as quiet hours, first aid stages, lodge etiquette, dining hall procedures etc.
3. Assist kitchen with dining hall preparation for meals. Table setup, napkins, etc.
4. Address guest requests or equipment rental or instruction.
5. Check out guests at the end of their stay and request they complete a guest survey.
6. Check buildings, public washrooms morning, afternoon and evening for any cleaning or resupply needed.
7. Communicate with the MD of any needed maintenance issues.
8. Assist with regular garbage run or cleaning as required.
9. Make reservations for guests, requesting all pertinent information and in some cases deposits
10. Ensure all food requirements, allergy and dietary restrictions are communicated to the Head Cook, and facility needs to the maintenance and housekeeping staff
11. Confirm reservation details approximately three weeks in advance
12. Maintain a detailed calendar for reservations showing client, numbers, price etc.

Camp Operations:

1. Work with operations staff and volunteers as needed to serve guest groups.
2. Coordinating with staff and volunteers as required. Resolving conflicts. Providing employees with feedback from guests.
3. Allocating facilities as appropriate and Co-ordinating the use of equipment
4. Assisting in housekeeping for all of the Camp's lodgings and facilities.
 - a. Clean and prepare buildings ensuring a welcoming environment, this includes cleaning bathrooms, sweeping and vacuuming of bedrooms, hallways and living spaces.
 - b. Wash and dry laundry and prepare bedding as required for group numbers.
5. Exercising due diligence in keeping the Camp's property, buildings and equipment supervised and secure to minimise the risk of theft, vandalism and misuse.
6. Request and respond to any service calls, deliveries and events such as: food delivery, water testing, propane delivery, snow ploughing, road maintenance, garbage and recycling collection, septic tank pumping, fire alarm/extinguisher and emergency lighting inspection, kitchen/health inspections, first-aid/AED kits, courier deliveries and power outages.

Office Administration:

1. Ensuring that invoices and bills are scanned to the bookkeeping folder.
2. Uploading all payments and donations to the bookkeeping folder.
3. Receive and respond to phone calls, website inquiries, emails, and in-person inquiries at the Camp.
4. Maintain all mailing lists and contact information databases
5. In consultation with the MD, administer the camp's registration software (currently Camp Brain), and the camp's online booking software (currently Let's Camp), to ensure all records are accurate and up to date and that the software meets client and user needs
6. Retain all guest files including allergy and health information
7. As directed by the MD or designate, ensure information on the website is up to date and accurate
8. Schedule and lead tours of facilities with potential clients
9. Assist with the creation and distribution of promotional material including web content, posters and brochures
10. Prepare quotes for potential guests and explain available facility and pricing options
11. Create and send invoices to guests, following up with receipts after payment.

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