

Mountain Park LODGES

AMETHYST LOBSTICK MARMOT
POCAHONTAS CABINS CHATEAU JASPER

POSITION: GUEST SERVICES	CLASSIFICATION: ROOMS DIVISION
PAYROLL: HOURLY	SUPERVISION: DUTY MANAGER
HOURS OF WORK: DEPENDANT ON BUISNESS	REVISED: 11/28/2008

QUALIFICATIONS:

- Valid driver licence. Class 4 preferred.
- Must have excellent driving skills.
- Must be minimum 18 years of age.
- Neat and clean in appearance.
- Good public relations skills.
- Thorough knowledge of our three hotels and services provided.
- Good knowledge of Pyramid Riding Stables.
- Good knowledge of Jasper area and attractions.
- Must be in good physical health.
- Must be able to take direction.
- Must be able to work within a team concept.

RESPONSIBILITIES:

- Transport guests at the direction of a Supervisor.
- Communicate negative or positive comments from guests to Supervisor.
- Pick-up and pick up of mail and parcels to and from the Post Office.
- Delivery and pick-up of laundry at Jasper Park Lodge.
- Pick-up and delivery of inter-hotel mail on a regular basis.
- Other driving duties as specified by Supervisor.
- Greet all Tour Directors and Tours.
- Greet individuals arriving and assisting with luggage when necessary.
- Provide directions for guests.
- Selling of tickets to various Jasper attractions as directed.
- Properly recording any ticket sales that transpire.
- Assist with clean up of outside of hotels.
- Assist with tour baggage handling.
- Assist with maintenance chores as required.
- Perform other related duties as directed by Supervisor.
- Assist with other related Company duties outside of department. Primarily in Housekeeping.

GENERAL:

- The position of Guest Services Agent is a very important position in Mountain Park Lodges, as he/she will spend a great deal of time with many of our guests. The resourceful person in this position will make a lasting impression. In addition, it is a versatile position with many important little jobs to be done that affect our guest comfort and enjoyment. This position is a vital link with our guests.