



Guest Relations Host

Whistler Blackcomb's mission is to create the best memories for you... again and again!

Top five reasons to work in Guest Services:

1. **Team Environment** - A chance to meet and work with interesting people from around the world and build lifelong friendships.
2. **Leadership** - A dedicated support team that focuses on YOUR needs.
3. **Growth** - Utilize your skills while building new ones. Gain confidence and valuable experience.
4. **Variety** - Every day offers new experiences.
5. **Social** - The most fun you will ever have at work and after work.

Position Status: Full Time (30-40 hours/week) Part Time (16-29 hours/week) Seasonal, Hourly
Seasonal positions can be differentiated from year round jobs as they have predefined start and end dates. These dates may vary due to seasonal business fluctuations.

Job Summary:

A Guest Relations Host is expected to market the products, services, programs, benefits and qualities of both Whistler and Blackcomb Mountains to our guests. They will ensure accurate information and assist our guests making the best mountain experience possible.

What you'll be doing:

- Give personalized service that promotes and sells mountain products and services that create an exceptional experience, inspiring our guests and staff to return again and again.
- Reflect at all times Whistler Blackcomb's commitment to first class service by being a high-profile ambassador of the Whistler Resort.
- Provide accurate information to our guests as it pertains to all aspects of Whistler-Blackcomb Mountain operations and Whistler Resort.
- Seek out accurate information when needed in order to answer all guests' questions.
- Handle all walk-in guest inquiries and complaints in a professional and competent manner, employing a win-win attitude.
- Know and be up-to-date on all prices, programs, events and policies of Whistler-Blackcomb.
- Pro-actively promote and sell all programs available on Whistler-Blackcomb Mountains offering guidance in the selection of programs appropriate to the needs of our guests.
- Carry out all procedures required for all ticketing, season pass and regular program sales on a computerized sales system as well as ticket selling and lift validation when needed.
- Assist in meeting departmental and company objectives.
- Handle, record and deposit all monies received and complete all cash out procedures required.
- Responsible and accountable for all sales transactions completed (including discounts, complimentary products, Service recovery products issued and any returns/credits provided).
- Foreign language speaking Guest Relations Hosts will assist guests whose first language is not English by providing interpreting services in all required situations.
- Perform other duties as assigned by the supervisor.

- We are a company that works together and throughout the season you may be required to assist other departments as needed.
- Live and work by our core values: Teamplay, Employee Experience, Striving to be the Best, Customer Loyalty, Honesty and Integrity, Community and Environment, and Playing Safely.
- Always show up on time, in uniform, and adhere to the grooming policy!

Qualifications:

- Previous customer service and sales experience.
- Ability to multi-task and problem solve.
- Can handle and find winning solutions within company policy to conflict resolution situations.
- Mature, friendly and well-groomed.
- Computer literacy and previous experience with computerized sales and reservations systems.
- Minimum 30wpm typing.
- Excellent knowledge of Whistler Blackcomb Mountains and/or Whistler Resort a valuable asset.
- A positive team player.
- Broad experience in all aspects of customer service.
- Proof of clear criminal record check.

Reports to: Guest Relations/Mountain Access Supervisor