



## Ski & Snowboard School Sales 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 Ski & Snowboard School Sales Host is expected to maintain a high level of guest service while registering and fulfilling reservations for Whistler Blackcomb's guests. As well, be proactive in marketing to the public the services, programs, benefits, and qualities of Whistler Blackcomb and to ensure, by dispensing accurate information and generous assistance, our guests have the best mountain experience possible.

### What you'll be doing:

- Reflect at all times Whistler Blackcomb's commitment to first-class service by being a high-profile ambassador of Whistler Resort.
- Provide accurate information to our guests as it pertains to all aspects of Whistler Blackcomb's operations and Whistler Resort.
- Sell all programs available at Whistler Blackcomb and offer guidance in regards to Ski & Snowboard School programs, lift products, & rentals appropriate to the needs of our guests while being pro-active in selling.
- Complete the daily e-Res tasks for guests who have booked on-line.
- Work closely with the Ski & Snowboard School, Guest Relations, and the Retail/Rental teams, to be better able to assist guests in these areas.
- Understand all functions of RTP, computer POS system, to be able to fully perform the duties of the position.
- Communicate with co-workers any information they may need to provide a better service to our guests.
- Handle all inquiries and complaints in a professional and competent manner employing a win-win attitude
- Effectively organize your day in order to complete all assigned tasks.
- Be responsible for accurate daily cash-outs and vault deposits.
- Cleaning and organizing sales area.
- 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:**

- Excellent communication skills.
- Team player, enthusiastic, positive attitude.
- Previous experience in sales and guest service.
- Previous cash-handling experience.
- Previous computer experience, with computerized sales and reservations systems experience an asset.
- Minimum 30 words per minute typing.
- Keen to learn new skills, open-minded, and self-motivated.
- Proof of clear criminal record check.

**Reports to: SSS Supervisor**