

# Whaler's Cove Lodge

## Guest Services

### Job Description

Department: Guest Services

Reports to: Guest Services Manager



### Summary

To create a positive guest experience from first point of contact, through the reservation process, travel, arrival & welcoming, friendly departures, daily activities, processed fish shipments, and gift shop sales for up to 32 Guests per day, for an approximate 82 day operating season with guests, with up to 21 days pre-guests and 14 days post guests. The lodge is located in Southeast Alaska, on Killisnoo Island, just off of Admiralty Island National Monument, near the City of Angoon. This is a remote wilderness lodge specializing in salt & fresh water fishing and ecotourism.

### Responsibilities

- ✓ Communication HUB
  - VHF Radio Base, Dispatch for All Vessels
  - Front Desk, Phones
- ✓ Hosting bi-weekly Welcome and/or Goodbye speeches.
- ✓ Accepting and tending to all (in-house) guest requests and communication with other departments (Kitchen, Housekeeping, Maintenance etc.) if so required.
- ✓ Fielding Guest Requests for Changes in Daily Boat Schedule
- ✓ Distribution of Guest Transportation Manifests
- ✓ Checking Reservation Emails Daily
- ✓ Guest Correspondence
  - Support Guest Services Manager with all reservations.
    - Working within the Reservation Database (Resort Data Processing, RezOvation)
  - Inquiries & Information Packets
  - Preparing and Processing Guest Check-in/check-out Paperwork
  - Collecting Deposits & Final Payments, Including TIPS
  - Guest Survey & Feedback Forms
- ✓ Preparing and Processing Employee Boat Rental Related Paperwork
- ✓ Checking the Incoming and Outgoing Mail; Visits to the Local Post Office (Pending new Covid-19 Emergency Orders from City of Angoon)
- ✓ Meeting and Greeting of Guests after each fishing day to socialize and to take pictures
- ✓ Tending to the Gift Shop. Selling merchandise to both guests and employees. Restocking and re-arranging when necessary. Inventory.
- ✓ Tending to the fireplace in the Main Lodge. Periodically cleaning of Front Desk work area including the Lobby area.
- ✓ Gift Shop sales and restock.

## Skills Required\*

- ✓ Excellent and Authentic Customer Service Skills
- ✓ Maturity
- ✓ Hospitality Industry Experience, Sales or Hosting
- ✓ Computer Literacy
  - Microsoft Word - **Advanced**
  - Excel – Intermediate to **Advanced**
  - QuickBooks – **Intermediate**
  - **Point of Sale systems**
  - Familiarity with Database Management

## Qualifications

- ✓ High School Graduate Required, College or University Experience Preferred
- ✓ Minimum of 8 years in Customer Service, Hospitality Preferred
- ✓ Professional, Positive & Self-Motivated
- ✓ Detail-Oriented
- ✓ Proficient Communicator
  - Written & Oral
- ✓ Adaptable
- ✓ First Aid Certified Preferred
- ✓ Team-Oriented

## Dates of Employment

Crew must be available for the *entire* season. Guest Services crew will fly to Alaska approximately first week of June and training begins onsite immediately with work through approximately September 15<sup>th</sup>. We have an approximate 15 week operating season/82 of those days are concurrent with guests. Flights home will be schedule September 16th through September 20th, depending upon individual contracts.

## Considerations

*Professionalism* ~ We require our Guest Services Crew to present themselves in a professional manner at all times. We always have guests at the lodge (from June into September) with turnover days on Saturdays (every week) and Tuesdays or Wednesdays (alternating every other week). Because of our remote location, it is very difficult to replace any of our crew. We expect a commitment to stay the entire season or agreed upon length of contract. It is important that our applicants understand the operation and what responsibilities will be required of them.

*Attitude* ~ Our Guest Services crew have a position with very high guest exposure. It is important that our personnel enjoy people and enjoy showing the guests a good time. We are looking for individuals who can share the joy of hospitality. We require our team to have a positive attitude, show extraordinary manners, and be courteous at all times.

*Safety & Medical* ~ Our guides are our eyes and ears on the water. Guides are expected to keep tabs on other vessels from the lodge, including self-guided boats. At times our guides act as radio relay stations if a boat is trying to contact the lodge and is out of VHF range. Guided vessels are required to lend assistance to vessels in emergency situations where life or property is in danger. Guest Service crew staff the VHF radios 24/7 (in shifts) and are required to assist with any communications necessary.

Operating in the Alaskan environment is inherently dangerous and *all* of our employees are required to be aware and responsive to any potentially dangerous situation that may arise.

If a situation arises that requires medical attention, crew is to contact the lodge immediately and render any assistance possible. The community of Angoon has a medical clinic with emergency staff available; response time may be delayed. Regional scheduled sea plane service or charters may be available to transport patients to adequate medical care facilities in Juneau or Sitka (this is a minimum 40 minute transport, 90 minutes from time of call to arrival back to emergency services). In addition the U.S.C.G. Air Station in Sitka has the capability to medevac serious injuries. In any case, the lodge management is to be contacted immediately to ensure a coordinated and timely response.

Guest Services crew must be healthy, physically fit, maintain a clean appearance, be drug-free (pre-employment drug testing and random seasonal drug testing is company policy at company discretion), and be a non-smoker. Anyone who cannot maintain themselves in a professional manner regarding alcohol consumption need not apply.

*Company Policy* ~ Employees of Whaler's Cove Lodge are to abide by the most current version of the Employee Handbook (provided at time of hiring). The duties and policies described in this job description are in addition to, and an integral part of, the employee policies set forth in the Employee Handbook.

*Guest Services Meetings* ~ Whaler's Cove Lodge facilitates training meetings and a weekly Guest Service meeting. The time and place of these meetings is established at the beginning of the season. All Guest Service crew are required to attend these meetings.

## Compensation

Salary: \$3,316 – 4,200 per month DOE to start – plus the following:

Tips: Our guests stay for 3+days, and may tip crew directly or specify tip allocation at checkout. The tip pool is distributed every two weeks via payroll.

Transportation: First year employees are responsible for their transportation to and from Juneau, however, upon a successful completion of the season, the employee will be reimbursed the travel cost, with a cap of costs determined upon hire. Transportation is provided from Juneau, to Whaler's Cove Lodge and back to Juneau.

Room & Board: Approximately a \$1,800 per month value.

Accommodations: While at the lodge, the guides/crew will be housed in private rooms. A few senior crew rooms have private baths all others will share bath facilities. Laundry facilities (including detergent) are provided for the crew along with basic bedding and bath linens.

Meals: Our staff enjoys delicious meals served buffet-style in the lodge dining room. There is no obligation for crew to share their meals with guests; crew is welcome to enjoy their meals in the privacy of their rooms, etc.

Personal Items: Your only living expenses while at the lodge will be personal items: i.e. toiletries, medicines, etc. It's best to ship these up to the lodge prior to your arrival or bring them with you. There will be very few opportunities to stock up.

**Together**, the Job Description, Offer of Employment, and Employee Handbook constitute the expectations of our Guest Service crew and are considered a mutual agreement between employee and the lodge.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Whaler's Cove Lodge is a permit holder in the Tongass National Forest and Admiralty Island National Monument. All rules and regulations are expected to be followed.

| HR use only          |                               |
|----------------------|-------------------------------|
| Job code/Title       | Guest Services Representative |
| Pay grade            | \$ /month                     |
| Management? (Yes/No) | No                            |
| E/NE status          |                               |