

Guest Services - 2025



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 71 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 & freshwater fishing and ecotourism.

Responsibilities

- ✓ Communications
 - VHF radio; Harbor Master
 - Guest Services desk; Phone etiquette.
- ✓ Hosting bi-weekly Welcome and/or Goodbye speeches.
- ✓ Accepting and tending to all (in-house) guest requests and communication with other departments (Restaurant, Housekeeping, Maintenance etc.) if so required.
- ✓ Fielding Guest requests for changes in daily boat schedule.
- ✓ Assisting Guest Services Lead in coordinating special activities or evening events.
- ✓ Distribution of guest transportation arrival and departure manifests.
- ✓ Guest Correspondence
 - Support Guest Services Manager with all reservations.
 - Working within the Reservation Database
 - Inquiries & Information Packets
 - Preparing and Processing Guest Check-in/check-out Paperwork
 - Collecting Deposits & Final Payments, Including TIPS
 - Nightly till counts; Cash Drawer management; Safe deposits.
 - Guest Survey & Feedback Forms
- ✓ Preparing and processing employee vessel rental related paperwork & fees.
- ✓ Processing marina registration paperwork & fees.
- ✓ Meeting and greeting guests after each fishing day to socialize and to take pictures on the dock.
- ✓ Tending to the gift shop. Selling merchandise to both guests and employees. Restocking and re-arranging when necessary. Inventory.
- ✓ Tending to the fireplace(s) in the main lodge. Periodically cleaning of Front Desk work area including the guest commons.

Skills Required

- ✓ Authentic Customer Service Skills
- ✓ Maturity
- ✓ Hospitality Industry Experience, Sales or Hosting
- ✓ Computer Literacy
 - Microsoft Word - **Advanced**
 - Excel – Intermediate to **advanced. For real.**
 - Point of Sale systems.
 - Familiarity with database management; reservation databases.

Qualifications

- ✓ High School graduate required.
- ✓ College or university experience preferred.
- ✓ AA in Hospitality Management preferred.
- ✓ Minimum of 8 years in customer service or sales; hospitality preferred.
- ✓ Professional, positive & self-motivated.
- ✓ Detailed.
- ✓ Proficient communicator.
 - Written & Public Speaking
- ✓ Adaptable.
- ✓ Team-Oriented.
- ✓ First Aid & CPR Certified preferred.
- ✓ Must know how to swim.
- ✓ Non Smoker.

Dates of Employment

Crew must be available for the *entire* season. Guest Services crew will fly to Alaska approximately mid-June and training begins onsite immediately with work through approximately September 18th. We have an approximate 15 week operating season/71 of those days are concurrent with guests. Flights home are to be schedule September 16th through September 20th, depending upon individual offers.

Considerations

Professionalism ~ We require our Guest Services team to present themselves in a professional manner at all times. We always have guests at the lodge (from June into September) with turnover days twice a week. A “turnover day” is when guests come in/go out. Guests do not check in and out at their leisure; they are brought in/out on scheduled transportation. 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 *want to 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 aid vessels in emergency situations where life or property is in danger. Guest Service crew monitor 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 do their best to ensure a coordinated and timely response.

Guest Services crew must be healthy, physically fit, maintain a clean and modest 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 periodic Guest Service meetings. All Guest Service crew are required to attend these meetings.

Compensation

- Salary is commensurate with experience.
- Tips are pooled.
- Private room provided (no room shares).
- Board provided.
- Travel benefits to and from Alaska can be earned.
- Other benefits or perks disclosed during interview.

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.

Whaler's Cove Lodge is an Equal Opportunity Employer.