



Guest Services (Hospitality) Host

The Guest Services Host (Host) is a member of the Guest Experience Department and reports directly to the Guest Services Manager. This is a part-time non-exempt position. The Host shall further the mission of the Claggett Center through providing exceptional hospitality by being visible and present with Guests and connecting with Guests through check in, welcome, and introductions. Also be available for immediate problem solving for guests, including, but not limited to:

1. GUEST SERVICES

- a. Be visible, present and available in the Welcome Center
- b. Review all information and prepare/make sure guest spaces are ready
- c. Be courteous, greet and welcome guests to Claggett for their visit
- d. Review financial information with guest; collect payments (check or credit card)
- e. Review Welcome Folder Contents with Group Leader
- f. Schedule introduction/welcome with Group

2. ON SITE GUEST EXPERIENCE

- a. Present at the dining hall for all meals with guests/help guests/communicate with kitchen
- b. Check conference center bathrooms and Inn bathrooms for trash (when housekeeping is not present).
- c. Campfires: prepare, light, review campfire policies for safety with the group
- d. Walk the grounds am/pm and follow Building Lock-up Policy/conditions reporting
- e. Follow Reporting Damage and Incidents Protocol
- f. Be prepared to set up or connect audio visual equipment/screens/projectors/microphones

3. OVERNIGHT SHIFTS

- a. Lodging provided in the Host room
- b. Responsible for cleaning the Host room, vacuuming, removing the dirty linens/towels, replacing clean towels for the next Host, and cleaning the bathroom.

4. OTHER

- a. When necessary, be prepared to clean and turnover a room for a guest which includes but not limited to strip/make bed, vacuum, dust, clean bathroom
- b. When necessary, be prepared to help in the kitchen as dishwasher and assist as directed by Sous Chef or Executive Chef
- c. Host may eat all meals in the dining hall
- d. Participate in training programs including, but not limited to Safeguarding, CPR, First Aid, AED, Bloodborne Pathogens training
- e. Be able to lift at least 50 lbs

Qualifications & Requirements

The ideal candidate will have a natural talent for exceptional customer service and hospitality. Additional qualifications include the following:

1. Courteous, approachable, amenable, and responsive demeanor with when working with the public
2. Excellent communication skills and ability to build effective long-term relationships
3. Creative approach to work and problem solving
4. Self-starter that can work both independently and collaboratively
5. Flexible, dependable, professional behavior with a responsible work ethic
6. Excellent written and communication skills

7. Comfortable working in a faith-based community
8. Comfortable using computers, phones, copiers and various systems to communicate and complete tasks successfully.
9. Reliable transportation
10. Willingness and availability to work flexible hours, evenings, and weekends and overnights.
11. Must be available a minimum of four shifts per month.
12. Must be over 21 years of age (Alcohol is served on site)

Employment Terms

Part-Time

Hourly rate: starting at \$17 per hour

Work hours: will vary depending fully on guest schedules and will be a combination of midweek and weekend shifts. Shifts are typically 4:00pm-10:00pm, on call 10:00pm-8:00am and weekends.

Part-Time benefits include paid sick leave and holidays