



JOB POSITION: Guest Services Supervisor

DEPARTMENT: Golf Operations

REPORTS TO: Golf Operations Manager

OVERVIEW:

Our mission at BIG SKY is to have **'exceptional people delivering an exceptional experience!'**

As a BIG SKY team member you play a significant role in helping us deliver that promise to all of our guests this season.

As an **exceptional person** you will be hardworking, passionate about service and honest with your manager and fellow team members. You will arrive at work in great spirits and you know when, where and how to have fun. You will communicate with your manager and fellow team members any suggestions, concerns or ideas for improvement. Most importantly, you will allow your wonderful and unique personality to shine through each and every day to the benefit of our guests and all of us working alongside you!

Together we will all deliver **exceptional products** that are consistently of high quality. Most importantly, we will do everything within our abilities and job scope to make the BIG SKY experience as memorable as possible for our guests.

Finally, you will follow the guidelines and policies outlined in the Team Member Handbook.

JOB SUMMARY:

While this outline attempts to be all encompassing, this position is expected to evolve beyond these categories. As you become more familiar the operations of BIG SKY you will be expected to make suggestions on policies, procedures and controls. You will be expected to safeguard our assets, contribute to the improvement of our bottom line, and to call on members of your management team to help you accomplish these objectives.

As a member of the Golf Management Team, the outside services supervisor is responsible and accountable for developing, implementing and coordinating daily operational and service assurance programs to provide first class service for our guests. This includes meeting or exceeding our established standards for employee satisfaction and guest satisfaction. As the Guest Service Manager, you must lead by example by taking a proactive position to all issues concerning the daily guest service operation of the golf course. Additional duties may be assigned as required.

JOB RESPONSIBILITIES:

The Guest Service Supervisor is responsible for consistently delivering results that contribute to the mission and overall success of Big Sky. These responsibilities include but are not limited to:

- The Guest Service Supervisor must lead by example setting a benchmark of performance in areas of innovation, motivation and animation.
- Will spontaneously recognize and celebrate team member success.
- Accept responsibility for personal decisions and actions.
- Be responsible for creating a fun work environment.
- The Guest Service Supervisor will be proactive in exceeding guest satisfaction. At all times it may be necessary to investigate, quickly respond to and resolve challenges from guests.
- Be responsible for the set up of all tournaments as per the specifications of the Corporate/Group Sales department and the Associate Professional.
- On a daily basis be responsible for the management and upkeep of the guest service programs, rental equipment, guest service supplies, golf carts and golf bag storage.
- Be responsible for adherence to all policies and procedures as outlined in the employee handbook.
- Utilize the site inspection standards to enhance the appearance of the assigned facility.
- Ensure superior standards of service are at all times meeting the requirements of our guests and employees and are constantly being improved upon. This may mean being creative in seeking new ways to get things done.

- The guest Service Supervisor must be proactive in developing initial and subsequent modifications of service assurance programs to outline areas of responsibility, personal requirements and operational procedures according to the standards set by management.
- Help to develop new service ideas to increase the circle of expectations.
- Regularity solicits feedback from our guests.
- Convey the mission statement and core values to each and every guest service team member for the purpose of superior guest interaction.
- It is the responsibility of the Guest Service Supervisor to maintain effective communication between all staff members in regards to the golf course operations, golf course conditions and human resource issues.
- It is important to communicate the core values and code of conduct and to lead by example.