



JOB POSITION: Guest Service Attendant

DEPARTMENT: Golf Operations

REPORTS TO: Golf Operations Manager

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 are hardworking, passionate about service and honest with your fellow team members. You arrive at work in great spirits and you know when, where and how to have fun. You 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.

SUMMARY OF POSITION:

Guest Service Attendant is responsible for enhancing guest experiences. This includes meeting or exceeding guests expectations, staging of golf carts, being the first point of contact with guests, aesthetics and maintenance of the driving range as well as developing professional relationships with our member base. In this position you are expected to excel as a team and take a proactive position to all issues concerning guest services.

RESPONSIBILITIES:

- Responsibilities include, but are not limited to:
- Greeting and providing exceptional service to our guests and members
- Staging as well as cleaning & daily maintenance of our golf cart fleet
- Be knowledgeable on the golf course, amenities & surrounding areas
- Staging and cleaning member and guests clubs
- Be proactive in exceeding guest satisfaction. Investigate, respond and resolve challenges from guests in a timely manner.
- Aesthetic and maintenance of the driving range not limited to picking balls & sanding grass areas
- Ensure that 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.
- Communicate with team management on a regular basis regarding the current status of golf operations and provide feedback from guest or own experiences.
- Work closely with the starter and marshal to enhance guests experiences
- Communicate with the golf shop and guest service staff all special requirements for group or member functions.
- Guest services may be required to assist with starting & marshaling

Big Sky Golf Inc.

1690 Airport Rd, Pemberton, BC V0N 2L3 Canada | Tel: 604.894.6106 | Fax: 604.894.5545 | www.bigskygolf.ca



MUST HAVES:

- 16 years of age or older.
- Have a vehicle or reliable mode of transportation.
- Strong communication skills, with a good working knowledge of written & spoken English.
- Ability to work a variety of shifts; days, evenings, weekends & holidays.
- Ability to lift up to 30 lbs.
- Thrives in team environment

NICE TO HAVE:

- Guest service experience
- Love for golf

WHY WORK AT BIG SKY?

- Be a part of a real team environment.
- Work outdoors all summer
- Friendly & caring membership that loves this place.
- Competitive wages.
- Discounted meals (25%).
- Discounted merchandise (30%).
- Golfing privileges.
- Annual staff functions.
- Team building with some of Whistler's best outdoor activities.

Big Sky welcomes and encourages applications from people with disabilities. On request, our team will gladly help in the process of helping find accommodations, through all aspects of the recruitment and selection process.

ABOUT BIG SKY:

Big Sky GC was built in 1991 and opened in 1994. Designed by Bob Cupp, Big Sky is laid out on 190 acres at the base of 8,000 foot Mount Currie in the Pemberton Valley. Big Sky is known for its generously wide bent grass fairways, difficult approach shots and tightly mown 'swales' around the greens.

Annually ranked in the Score Top 100, Big Sky was ranked #11 of the top 59 public/resort courses in the country for 2019. Other accolades include Golf Digests' top 30 courses in Canada, coming in at #26 in 2017. Also in 2017, the Luxury Travel Diary named Big Sky #5 in their top 10 bucket list courses around the world.

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.

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