

## Guest Services Coordinator

**Start date:** February 2024

**Fixed Term Contract to November**

**Contracts:** 30 – 40 hrs/week

**Wage:** £11.11/hr, updated to new NMW from 01<sup>st</sup> April 2024

Mount Cook Adventure Centre is a not-for-profit organisation dedicated to providing access to the outdoors to all, especially young people and those who would not otherwise have the opportunity. We have an exciting opening for hard-working, passionate and talented individuals who are looking for a challenge outside the standard 9-5 job! If you are a self-motivated, driven and enthusiastic person who can adapt to a wide variety of tasks in a fast-paced environment where each day has something different, then this is the job for you.

Joining our Guest Services team, you will be the face of Mount Cook, delivering high quality customer service to our guests, cleaning communal areas and arranging resources in line with customer expectations. Being an active part of the team, our perfect candidate will work closely alongside the catering and housekeeping departments to deliver a world class customer experience. Reliable and enthusiastic, you will have a positive 'can do' attitude with a strong emphasis on customer focus.

We expect our Guest Services Coordinators to be trustworthy and dependable with an ability to excel under pressure and by your own initiative, as well as fitting in as part of our growing team. Duties for this role will consist of, but are not limited to:

- Welcoming customers to the centre and being the first point of call for all questions
- Cash handling responsibilities when serving customers merchandise, drinks and food
- Stock takes of shop stock, snacks and beverages
- Undertaking guest registrations in person
- Demonstrating ease with good telephone etiquette
- Handling administrative duties of a busy front of house reception
- Attending to first aid incidents
- Maintain table setting by removing dirty dishes, sweeping, mopping
- Setting up meeting spaces in line with customer expectations as required
- Replenishing utensils, condiments and refilling beverages before and during meal service
- Assisting with meal service whilst being alert to patron spills or special requests
- Cleaning the dining room, wiping tables and chairs after each meal service
- Overnight building security duties as a first point of call for emergencies

To thrive in this role, you will already possess/willing to learn:

- ✓ Exceptional communication skills and a genuine passion for customer care
- ✓ A confident, friendly and approachable persona
- ✓ A high standard of personal presentation with excellent attention to detail
- ✓ An ability to work well under pressure and competence in multi-tasking
- ✓ A willingness to acquire Level 2 Food Hygiene and relevant first aid certificates

- ✓ Sound knowledge of updated Windows software

Mount Cook Adventure Centre consists of a growing, dynamic team who share a passion for success, and working out of their comfort zone at times to ensure delivery of a world class experience. This role may therefore require the undertaking of a variety of tasks in other departments within the operations of a busy residential centre.

If you feel like you have the passion and energy to be part of our fun team, then we look forward to hearing from you. This role is subject to a DBS check and in line with the requirement of the current immigration and asylum legislation. All applicants must be eligible to live and work in the U.K.

Please send your CV and covering letter to [Lauren@mountcook.uk](mailto:Lauren@mountcook.uk). We look forward to hearing from you!