

Job Description

Job Title **Guest Service Coordinator**
Reporting to **Guest Service Leader**

Job Purpose

You will be the face of Mount Cook, delivering high quality customer service to our guests, cleaning communal areas, welcoming guests and arranging resources in line with customer expectations.

Ensure high standards and be an active support to the Guest Service Leader and Operations Manager to help them achieve the agreed goals of the organisation.

Make a significant contribution to managing a successful outdoor centre, including customer care, buildings oversight, staff management, business development and financial management.

Responsibilities & Duties

- 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 and being the first port of call for emergencies
- 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
- Maintain table setting by removing dirty dishes, sweeping, mopping
- Overnight building security duties (£50 added onto payslip for each overnight shift)

PERSON SPECIFICATION	
ESSENTIAL	
Experience and Knowledge	Evidence of previous experience front of house experience
	Sound knowledge of updated Windows software
Skills and Abilities	Exceptional communication skills and a genuine passion for customer care
	A willingness to acquire Level 2 Food Hygiene and relevant first aid certificates
	A high standard of personal presentation with excellent attention to detail
	An ability to work well under pressure and competence in multi-tasking
Personal qualities	Reliable and enthusiastic
	A positive, can-do attitude with a strong emphasis on the customer journey

	A strong work ethic with a desire to excel in a team environment
	Flexible to work shifts on a rota basis, including some weekends and Bank Holidays as business levels demand

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.

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 george@mountcook.uk. We look forward to hearing from you!