

JOB DESCRIPTION

POSITION: Guest Service Attendant

The **Guest Service Attendant (GSA)** is responsible for housekeeping and general kitchen prep in the lodge. This person will work individually and as part of a team, be highly organized, efficient and able to work in a fast paced environment.

The Guest Service Attendant's role is to work closely with the GSA team to complete a variety of cleaning tasks on a daily basis, and assist with the food service each day.

With a strong understanding of guest expectations balanced with teamwork and excellent time management skills, the Guest Service Attendant will be the "go to" lodge services expert in the lodge s/he is connected to.

Key Reporting Relationships

- Reports to the Lodge Manager
- In-depth working relationship with the Guest Service team and on-going involvement with the Area Management team and Lodge staff

Areas of Responsibility

Guest Satisfaction

- Work together with the Lodge staff to develop an interactive environment for guests and staff
- Make the effort to reach out to the guests to fulfill requests and exceed expectations

Task Management

- Able to efficiently manage numerous cleaning responsibilities on a daily basis within the time constraints of the day
- Demonstrate strong organizational skills on a day to day basis
- Flexible to work split shifts
- Willingness to assist in other roles in the lodge when needed

Safety/Regulatory/Sustainability

- Understand and abide by the OH&S and WHMIS standards and guidelines
- Demonstrate safe workplace practices
- Follow CMH Second Nature best practices