

# Position Description

## GUEST SERVICES REPRESENTATIVE

SNOWPLANET LIMITED

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### Organisational Statement

Snowplanet ([www.snowplanet.co.nz](http://www.snowplanet.co.nz)) is an indoor real-snow destination, offering a unique snow sports experience only 20 minutes north of Auckland. The following diagram presents its internal vision and mission.

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#### Vision

Our principal objective	To be Auckland’s favorite leisure destination
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#### Mission

What we need to do to get there	Sharing awesome snow experiences 365 days a year
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The following values must be embodied by all Snowplanet team members for the achievement of our mission:

- Passion for snow
- Friendly service with a difference
- Commitment to having fun together
- Listen and improve
- Desire to share the experience
- Providing a safe, clean and appealing environment

### Role:

First impressions are what your role is all about. You are responsible for meeting and greeting all guests and customers to Snowplanet. You will use opening questioning techniques to identify customer’s needs, and will advise and process the best products to suit. Providing outstanding customer service, your communication skills will be excellent. You will have the knowledge and experience to communicate professionally and efficiently in person, over the phone, via email and using social media. You will have a great eye for detail, to ensure all guest bookings and orders are correct, foreseeing any possible issues before they impact our guests. You will enjoy a fast-paced environment and will be able to thrive in an area with continual changes.

You must be flexible in your approach to work and have the capacity to multi-task. You must be able to work under your own initiative and be able to problem solve. As part of our Guest Services Team, you will work closely with our Rentals Team, to ensure the smooth running of the resort.

### Key Result Areas:

#### Customer Service

##### *Responsibilities*

- Proactively greet and welcome all guests to Snowplanet in a friendly and efficient way
- Maintain a full knowledge of all products and offers to ensure all guests receive accurate information.

- Actively seek Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.

## Systems

### *Responsibilities*

- Process sales through Snowplanet's 'Green 4' ticketing system
- Use 'Green 4' to make future bookings both accurately and efficiently
- Be fully conversant with the 'Green 4' scheduler, using this to accurately check rosters and daily bookings, and assign lessons and Snowsports Instructors in an accurate manner to avoid operational issues and customer disappointment.
- Assist the Guest Services Manager with the processing of One Sport bookings as necessary

## Communication

### *Responsibilities*

- Actively engaging customers in conversation and use open questioning techniques to determine their needs, whilst identifying opportunities to up sell.
- Seamless daily communication with our Snowsports Academy instructors as required for same day bookings.
- Answer all incoming telephone calls in an efficient manner once priority has been given to any customers being served on site. Provide accurate information and/or transferring calls to other areas within the business. Messages will be cleared in a timely fashion to ensure optimal customer service.
- Respond to customer emails and website enquires in a professional manner, answering all questions with the accurate information.
- Respond to Facebook requests and messages in a professional manner, answering all questions with the accurate information.
- Proactively communicate and where necessary escalate issues to the on-duty GSR Manager.
- Liaise with and support the Duty Manager in their capacity as the overseer of the Resort in the absence of a senior HoD (The General Manager, Director of Snowsports, or GM Sales & Marketing).

## Groups

### *Responsibilities*

- At the start of your working day, gain a full understanding of the specific requirements and deliverables of any group bookings that will be arriving, to ensure excellent customer service
- At the start of your working day, gain a full understanding of the specific requirements and deliverables regarding school bookings to ensure excellent customer service
- At the start of your working day, gain a full understanding of the specific requirements and deliverables regarding all children's birthday parties to ensure excellent customer service.

## Health & Safety

### *Responsibilities*

- Actively question any unsafe working practices and provide operational improvements
- Report any risks, hazards, near misses or accidents to your line manager and in writing via our Snowplanet Communication App.
- Know what to do in the case of emergency.

## Other

### *Responsibilities*

- Maintain a clean and tidy and safe working environment, demonstrating consistently high standards
- Process all financial transactions accurately, ensuring monies received are correct.
- Participate in training, learning activities and professional development as required.
- Comply with all Snowplanet company policies and procedures
- Perform any other duties as requested within your range of competency by Snowplanet

## Relationships

You will be responsible for developing and maintaining key relationships, including:

### *Internal*

- Guest Services (GSR) Manager
- Guest Services (GSR) team
- Duty Managers
- Slope Operations Manager – Rentals & Lifts
- Rentals Team

### *External*

- Guests/Customers
- Contractors
- Visitors
- Group booking contacts (schools etc)

## **Reports to:**

Guest Services (GSR) Manager

## **Key Reports:**

N/A

## **Key Qualities:**

- Clear communicator in both verbal and written forms
- Great listener
- Problem solver
- Flexibility
- Works proactively under own initiative
- Professionalism
- A good work ethic
- Experience in dealing with the public
- Works well with others
- Willing to go the extra mile
- Empathy, patience and consistency
- Adaptable

I \_\_\_\_\_ agree to perform the responsibilities outlined in this position description and perform them to the required standards of Snowplanet.

Signature \_\_\_\_\_ Date \_\_\_\_\_