

- Actively seek Net Promoter Score (NPS) feedback from all guests. Use this information to implement change for improvement.
- Consistently deliver lessons in a fun and informative way
- Provide feedback/goals to parents and/or guardians regularly. Ensure you provide opportunities for parents and/or guardians to communicate and ask questions

Systems

Responsibilities

- Be fully conversant with the 'Green 4' scheduler, using this to accurately check rosters, daily bookings, and assigned lessons in an accurate manner to avoid operational issues and customer disappointment.
- Actively engage and confirm rosters and bookings via Snowplanet's instructor portal.

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 Resort Team and Ski & Board School Supervisors and Managers as required for same day bookings.
- Respond to customer emails and telephone enquires where required in a professional manner answering all questions with the accurate information.
- Proactively communicate with the Duty Manager Team with any relevant information during your working day.
- Keep up to date with all communication on the Ski & Board School social media departmental page. Post updates on relevant information as required.

Groups

Responsibilities

- Being prepared at the start of your working day, fully understanding any group bookings that will be arriving, and their specific needs enabling excellent customer service
- Fully understanding and implementing the specific controls regarding school supervision whilst on snow
- Being fully conversant with all children's party products, and being able to provide information on these to all guests.

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

- Participate in training, learning activities and professional development as required.
- Continue to develop teaching and personal skiing/snowboarding skills
- Comply with all Snowplanet company policies and procedures
- Perform any other duties as requested within your rang of competency by Snowplanet

Relationships

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

Internal

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- Director of Snowsports
- Assistant Ski & Board School Managers
- Resort Manager
- Duty Managers
- Resort Team
- Ski & Board School Team

External

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

Reports to:

Director of Snowsports

Key Reports:

N/A

Key Qualities:

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| <ul style="list-style-type: none"> • Clear communicator • Great listener • Superior skiing/snowboarding skills • Flexibility • Works proactively under own initiative • Professionalism | <ul style="list-style-type: none"> • 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 |
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I _____ agree to perform the responsibilities outlined in this position description and perform them to the required standards of Snowplanet.

Signature _____ Date _____