



## Front Desk / Gift Shop

Seasonal / Full or Part Time / Day or Evening Shift

Department: Front Desk

Reports to: Front Desk Manager

Starting Wage: \$12 hour

Capon Springs and Farms is looking for enthusiastic, detail-oriented team players to join our Front Desk/Gift Shop staff. As the first point of contact, you will help create a pleasant and memorable stay for our guests by providing outstanding customer service and setting a positive tone for the guests' experience.

### **Key Areas of Responsibility:**

- Greets guests and completes the check-in process by inputting and retrieving information from the computer system, confirming pertinent information including guest contact information, number of guests, and room assignments.
- Directs guests to their rooms by showing the location on the resort map.
- Maintains knowledge of the resort's amenities, services, policies, menus/mealtimes, and area attractions.
- Responds to guests' request/concerns and relays information to appropriate department.
- Completes check out procedures, computes bills, collects payment, and closes out guest accounts upon completion of stay.
- Maintains knowledge of front desk standard operating procedures.
- Performs administrative tasks such as answering phone calls, alerting people to calls, and taking thorough messages; making copies; and sending e-mail correspondence.
- Assist guests with purchases in the gift shop, processes transactions using cash, check, or credit/debit cards or by transferring purchases onto the guest bill using the POS system.
- Maintains the appearance of the gift shop and guest store by restocking, straightening, and rotating inventory on shelves.

- Maintains a clean and organized work space.
- May be cross-trained to assist in other departments as needed.
- Other duties as assigned by the Front Office Manager

**Education:**

- High school diploma or equivalent is preferred.
- Associate's degree or higher is a plus.

**Knowledge and Experience:**

- One year of office/clerical or customer service experience is preferred.
- Retail, Front Desk, or Hospitality experience is a plus.
- Excellent communication and customer service skills required.
- Knowledge of MS Office, email and internet.
- Ability to operate basic office equipment and POS system.
- Must have good organizational and multitasking abilities and problem-solving skills.
- Ability to accurately handle cash, check, and debit/credit transactions.
- Ability to count and provide correct change.
- Ability to maintain a professional, courteous working relationship with co-workers.

**About Us:**

Capon Springs is a seasonal mountain resort in the foothills of Hampshire County, WV. Our season typically runs from early May through mid-November. Co-workers must have flexibility in their work schedule, including weekends, and holidays, and possible overtime during the peak season. Starting pay is based on experience and education. Benefits for seasonal co-workers include free meals during the work shift; co-worker events and activities; discounts on goods and services at the resort; eligibility for AFLAC insurance plans; and 401k with employer match.

*Capon Springs and Farms proudly offers a rich history, steeped in tradition and a commitment to our guests and co-workers. We invite you to learn more about our culture and company at [www.caponsprings.net/careers](http://www.caponsprings.net/careers).*