

Guest Experience Specialist

Reports to: Front Office Manager

Department: Guest Services

Scope and General Purpose

The Guest Experience Specialist is the “face” of the resort, as they are personally involved throughout much of the guest’s stay, from the moment their vehicle pulls through the gate until it drives out at departure. The Specialist is responsible for checking all guests in and out, providing room and property orientation, assisting with luggage, transportation needed while on property, etc. Most importantly, however, is to provide and/or connect our guests with unique, memorable experiences that they will cherish and share with their family and friends. Unlike most resorts, not only will you check them in, but you’ll escort them while they follow you in your golf cart, start a fire in the fireplace for them, share your favorite memories of Barnsley, let them in on your favorite spot to have a private picnic, then exchange a fond farewell as they depart.

The Guest Experience Specialist is expected to uphold the highest standards of professionalism while also exuding a sense of genuine warmth in all interactions with guests. They will be intimately familiar with the entire property and all of its amenities, including the history of the Barnsley Family and the how the resort came to be.

Essential Duties:

- Review all incoming reservations for accuracy; identifying opportunities where their stay could be enhanced; coordinating consistent requests for return guests; assign room based on preference or availability.
- Anticipate guests’ needs, responding promptly and acknowledging all guests, however busy and whatever time of day.
- Communicate with Concierge and other departments to coordinate fulfillment of guest needs.
- Offer and personally deliver extra amenities, such as room drops, turndown amenities, etc.
- Provide personal recommendations appropriate to the purpose of their visit.
- Intently listen to guest complaints/concerns, showing great compassion and going above and beyond to creatively resolve the issue in a timely manner.
- Utilize proper selling techniques and strategies to maximize room and outlet revenues.
- Ensure the proactive building of guest histories.
- Process credit card authorizations for each guest upon arrival as needed during stay.
- Competent with an iPad or willing and eager to learn.

Position Requirements

- Secondary Diploma Required. College Experience an asset.
- A desire to meet and build relationships with people from all walks of life.
- Excellent phone and communication skills in English.
- Ability to multi-task.
- Ability to work independently with minimal supervision.
- An eye for detail.
- A good knowledge of the surrounding areas.
- Flexible work schedule that includes evenings, weekends, and holidays.

Physical Demands:

Essential duties require long periods of standing/sitting/walking, hearing, speaking, reading from a computer screen and keyboarding. Will operate a golf cart safely at all times. The colleague must have normal vision (corrected) including close and color vision, hearing and verbal communication. Must be able to frequently lift and carry items up to 50 lbs. and occasionally items up to 75 lbs.

Environmental Conditions:

Duties are performed both an indoor setting and out of doors in the weather. Incoming calls are frequent, work is fast paced and the noise level is moderate to loud. It’s a lot of fun, though!

This Job Description reflects management’s assessment of essential functions; however, it does not prescribe nor restrict the tasks that may be assigned.