



## POOL ATTENDANT

### **SUMMARY:**

To meet and anticipate guests needs. Maintain fiscal responsibility by reducing waste and working safely. Will be proactive in increasing the customer service scores for the department, measured through comment cards.

### **DUTIES AND RESPONSIBILITIES:**

Pool Attendant  
Responsibilities & Procedures

Shift is 9:30am – 6:00pm  
This position is included in the gratuity pool.

#### Arrival / Responsibilities

- Print in-house and arriving guests reports from Opera
- Call Engineering to request they unlock the men's and women's bathroom (ensure interior doors remain locked)
- Welcome station with signage, sanitizer, pool towels, etc.
- Set pool with pillows, chairs covers, open umbrellas
- Ensure that all pool gates are closed and locked
- Walk the pool deck and remove trash from planters, behind wall, etc.
- Detail cabanas ensuring that cushions are clean and that pillows are straightened
- Approach, welcome and assist each guest as they arrive on the pool deck to confirm room number, offer seating, sunscreen and water
- Keep an updated map of the guests' seating
- Ensure that amenities are passed every 60 minutes.
- Enforce pool rules - dogs, smoking, music, glass, pool poaching, masks, floaties, reserving chairs, social distancing, etc.
- Remain present on the pool deck as a point of contact
- Initiate and delegate side work such as rolling and restocking pool towels, checking bathrooms, gym, emptying trash etc.
- Ensure that style points are consistent – potted plants at tables, spa water station, bar displays, signage, etc.
- A manager will assist with breaking this position.
- Complete and sign-off on inspections of locker rooms and gym every 2 hours

#### Departure

- Assist food and beverage team with breaking down pool as needed including disposing of all trash, dirty towels, etc.
- Call Engineering to request they lock men's and women's bathroom
- Cover pool towels and fill baskets under the cabanas for evening/am service

- Ensure that laundry is taken down at close of shift.

### **QUALIFICATIONS:**

- Basic knowledge of food and beverage.
- Ability to multi-task and handle high pressure situations.
- Personable and great people skills.
- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

### **EDUCATION/EXPERIENCE:**

- n/a

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

### **LANGUAGE SKILLS:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

### **CERTIFICATES & LICENSES:**

- n/a

### **WORK ENVIRONMENT:**

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

### **GROOMING & UNIFORM:**

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.