



JOB POSTING – Nicklaus North Golf Course

Position Title:	Guest Host	<i>Snowcapped peaks, a brilliant emerald-colored lake, majestic fir trees, and fresh, invigorating mountain air. This is the setting that inspired the great Jack Nicklaus to create a course as unique as himself. This par 71, 18-hole course winds along a gentle valley floor offering you a spectacular setting as your golfing skills are tested to the fullest. Just minutes from the Host Olympic Mountain Resort of Whistler, British Columbia, Nicklaus North stands out as one of the great courses in North America. It's no wonder this is the only golf course in the world to which Jack has been inspired to add his name. Nicklaus North is owned & operated by the GolfBC Group www.golfbc.com</i>
Department:	Golf Operations	
Reports to:	Golf Operations Manager and/or Director of Golf	
Job Type:	Full-time, Seasonal (March – November)	
Application Deadline:	April 15	
Start Date:	May (flexible)	

POSITION OBJECTIVE

1. To ensure the proficient operation of the flow of guests.
2. To set-up outside services for success.
3. To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience.

DUTIES AND RESPONSIBILITIES

1. **Outside Services**
 - Ensuring that first personal contact with guests is smooth and inviting.
 - Helping guests with clubs, shoes, etc.
 - Directing guests on clubhouse features and other pertinent information.
 - Accurately signing out/in rental clubs for guests.
 - Setting up guests clubs on carts as required in an organized fashion
 - Directing guests to the first tee at appropriate times
 - Preparing for tournament groups in a timely and efficient manner.
 - Communicating with Golf Shop to ensure guest satisfaction and efficient timing.
 - Greeting guests after their round.
 - Cleaning guests' clubs as required.
 - Leading guests back to clubhouse and directing them through the clubhouse.
 - Helping guests load their clubs into vehicles as required.
 - Washing and properly storing golf carts.
 - Completing opening/closing duties on a daily basis.
 - Arriving on time and in a presentable fashion.
 - Attend to guest request as required.
 - Working effectively with other team members in all departments.
 - Assisting with large groups and tournaments to ensure that guests' expectations are exceeded.

2. Guest Experience

- Ensuring that Team Members are trained to exceed guest expectations to 95% of met or exceeded expectations per the guest comment card.
- Developing a team that is knowledgeable and able to answer questions about the property and company.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

- Background experience in guest service
- Problem solving and decision making abilities
- Overall knowledge about the facility
- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude
- Ability to work in an unsupervised environment

WORK CHARACTERISTICS

- May require heavy lifting.
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary
- Work will be mainly outside

Please send your resume and cover letter to:

Director of Golf: Andrew Smart
asmart@golfbc.com

Posting closes: April 15

Start Date: May – flexible

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance