



GUEST SERVICES/ TICKETING AGENT

2010/ 2011 Ski & Snowboard Season

Employment Dates: November 29, 2010 to April 10, 2011

The Resorts of the Canadian Rockies Inc. is looking to fill the Guest Services/ Ticketing Agent at the Nakiska Ski Resort. Reporting to the Administration Manager, the ideal candidates will be excellent communicators and team players. We focus on building and maintaining long lasting relationships with our staff and guests and encourage you to come "Experience the Ultimate" and be a part of our Nakiska's Administration team.

This is an exciting opportunity to work for the largest private owner/operator of ski resorts in North America, proudly operating Fernie Alpine Resort and Kimberly Alpine Resort.

Overview: Guest Services/ Ticketing Agents are the personality of Nakiska Ski Resort. They are likely to be the staff member that our guests have the most contact with and will therefore dramatically affect the guests' experience. A proactive, outgoing, extremely positive and supportive personality is required for this position.

Responsibilities and Duties include, but are not limited to:

- To be a representative of RCR Inc, having a working knowledge of all RCR resorts and policies.
- Take reservations for the daycare.
- To actively manage lost and found items, providing trustworthy service and follow up for our guests.
- Answer general information questions for walk in guests and on the telephone.
- Answer the switchboard as necessary.
- To assist with family and friends of injured guests.
- To actively listen to guests with a sympathetic and understanding attitude, remembering that skiing/snowboarding can be a stressful experience for some.
- To be familiar with and adhere to company health and safety policy and emergency response plans.

Uniform: Must bring black pants and black shirt, Nakiska vest to be worn over shirt.