

GUEST SERVICES STAFF

*Seasonal work (May to September)
Fulfilling career in a vacation setting.*

Granite Point Resort is a family-owned business set on beautiful Loon Lake, WA that has served vacationers in the Pacific Northwest for 100 years. We are a well-loved summer institution with a reputation for having some of the best lakefront access and beach in the region. Many of our guests have been coming for generations, and we strive to make every visit to the Resort the very best of its kind for our guests.

This is a seasonal job, with one of the nicest settings in the State for serving fun and easy fare to resort guests!

As a guest services staff member, you will be responsible for serving fun and delicious food to Resort guests in a friendly and consistently exceptional manner. Besides burgers, sandwiches, and beach/café friendly items you'll be responsible for selling and serving snacks, ice cream, sundries, beer and wine, resort apparel, fishing tackle, and other items in a fast-paced and fun environment.

Guest services staff members are also responsible for greeting guests, making reservations and checking-in cottage and RV guests, renting and cleaning pedal boats, kayaks, and paddle boards, and selling day and season passes while providing friendly and courteous service to all our guests throughout the summer.

Qualifications:

- Reliable, honest, positive attitude and outgoing personality.
- Must be able to work weekends and holidays.
- Courteous and respectful customer service toward guests, managers, peers, and vendors in person and by phone.
- Maintain and encourage a positive and professional work environment.
- Able to work as part of a team in a busy restaurant atmosphere.
- Ability to multitask.
- Ability to stand and walk for an entire shift.
- Ability to lift to 20lbs
- Food Handler and Alcohol serving permit required.
- Knowledge of computer programs like Word, excel, and Google Suite is a plus.

Responsibilities:

- Provide friendly and exceptional customer service, in person and by phone.
- Maintain a clean and organized café and store, including sweeping, mopping, washing dishes, organizing, and restocking shelves and coolers.
- Ensure the kitchen and surrounding kitchen areas are kept clean and in working order.
- Ensure that all equipment is kept clean and kept in excellent working condition.
- Greet and register guests to cottages, RV sites, and check-in day users.
- Provide resort information to guests and show them to their cottage or RV site if needed
- Assist in cooking, serving, preparing beverages, and bussing tables.
- Take payments from guests using the Resort's point-of-sale system
- Other duties assigned by the Manager

Preferred Experience:

- 2 + years of customer service experience (preferred)
- 1+ years of restaurant experience (preferred).
- This is also a great opportunity for students from a hospitality, food and beverage or business school to apply what they learn in the classroom and gain experience in a fun summer vacation environment.

Up to 40 hours per week

Flexible schedule including weekdays, weekends, and holidays between 8 am and 9 pm.

\$16.68 - \$17.50 per hour (plus tips) based on experience.