

Ziptrek Guest Services



We pride ourselves on delivering a consistently high level of service and have been recognized as one of the top three Whistler Guest Services teams! By focusing on each guest's individual needs and proactively anticipating areas of concern, we create guest loyalty. Our Guest Services team is the first impression of Ziptrek Ecotours on our guests, so we look for individuals with poise, professionalism and a genuine enthusiasm for connecting with others. Whether on the phone, in person or via email our Guest Services representatives are responsible for selling, booking and facilitating the check-in process for our tours.

While some of our business comes from group sales and resellers, we are pleased that many of our guests hear about us through other happy customers and visit us directly to reserve/book their adventure. Each member of our Guest Services team is therefore a seasoned seller, well versed in our product offerings and matching them to our guest's expectations. We look to you to actively engage guests and to drive direct sales and awareness of our products. Answering questions and responding to requests for information is balanced daily with the need to support the link between tours booked and the Operations team that delivers the on-course experience. Effective interdepartmental communication and an overall understanding of tour logistics is a must to ensure our tours go out effectively.

The Guest Services Role:

- Greet guests and handle all inquiries (phone, fax, in-person, email) promptly and enthusiastically.
- Make accurate tour bookings via the reservations software, considering tour timing and available staff.
- Display a thorough knowledge of all aspects of the job, company policies, our product and operations
- Take ownership of customer requirements and address areas of concern before they become a problem.
- Support fellow staff members, putting team objectives above personal objectives.
- Liaise with customers, leads, sales & marketing and management making sure that all inquiries are promptly routed to the appropriate person/people.
- Maintain all tracking sheets, databases and filing system, updating information as it becomes available.
- Establish and maintain effective working relationships with co-workers, supervisors, client base and tour operators.
- Manage general office administration and maintain and control the business area (equipment, supplies, mail, float, cleanliness, etc).
- Ensure that all required customer documentation is filled out accurately and in its entirety.
- Protect guest privacy by handling all information appropriately within the appointed filing system.

Key Qualities:

- Thrive in a fast-paced, results driven environment
- Sales proficiency - excels in a strong sales climate
- Exemplary organizational and time-management skills
- Enjoy working within a team environment but also a self-starter who can work with minimal supervision
- Reliable and consistent in producing high quality & accurate work
- Prepared to take the job seriously, but also like having fun at work
- Keen to continue learning and pursue personal growth

Positions Available: We offer Full-time and Peak Part-time positions. Full-time Ziptrek Guest Service Representatives generally work five (5) scheduled shifts per week or four (4) days per week with one (1) day on call. During peak times, you should be prepared to be called in for your on-call shifts and overtime may be required. Peak part-time members of the Guest Services team are typically scheduled for two (2) shifts per week, plus one on-call and increased shifts during peak seasons and holidays.

Training: Guest Services training is 2-3 days long, followed by a shadowing/mentoring process with our Senior Guest Service Representatives.

Place of work: Main Ziptrek location: Guest Services Desk in the Carleton Lodge, Whistler Village

Length of work day: You will be scheduled to work an 8–10 hour day. Your start time will be between 8:00am and 11:30am.

Uniform: Ziptrek Ecotours will provide all of your uniform requirements

Wage:

- Training Wage - \$10.00/hr
- Regular Wage - \$11.00/hr + \$1.00/hr Bonus (bonus is paid out upon successful completion of the contract; 500 hrs equals \$500)

Housing: At Ziptrek Ecotours we manage a company-owned employee housing unit and also partner with Whistler Blackcomb employee housing (HOUSE) to fulfill the remainder of our employee housing needs. There are a number of units available, both shared and single occupancy, to meet your temporary housing needs, although single occupancy rooms are limited. Rent can cost you between \$450 - \$600 depending on whether you are in a shared or single occupancy room.

Please apply online at www.ziptrek.com