



Job Title: Guest Host
Reports to: Guest Host Manager

FLSA Status: Non-Exempt
Grade: 11

The mission of Sandy Cove Ministries is to help people connect with God and each other in order to be transformed into the image of Christ, through His Word, His creation and community.

Position Summary: The Guest Host acts as a liaison between SCM guests and the rest of the organization, delivering excellent customer service and attending to guest needs. This position is responsible for guest check-in/check-out, maintaining accurate records, retaining broad knowledge of the facilities, and connecting guests with any services they may need.

General Purpose: To represent Sandy Cove Ministries as the first point of contact and last impression for guests. Cultivate a warm and welcoming atmosphere while ensuring an efficient check-in/check-out experience and responding attentively to guest needs.

Role Qualifications:

- Personal relationship with Jesus Christ
- Must be committed to the mission, vision, cultural commitments, and identity statement of Sandy Cove Ministries.
- Prior customer service work experience is preferred.

Essential Job Functions:

- Exemplify quality work in all preparation, guest interaction, and documentation.
- Maintain an organized and professional work area at the Front Desk.
- Courteously and professionally answer multi-line phone systems and efficiently assess needs to direct calls and inquiries to the appropriate area
- Serve as host for guests, providing efficient check-in/check-out experiences. Listen attentively and respond earnestly to guest requests.
- Serve guests, as needed, in completing Personal Retreat and walk-in reservations.
- Maintain up-to-date knowledge of SMC facilities and offerings to proactively respond to guest questions and needs
- Ability to serve guests at both the Chesapeake Lodge Front Desk and The Commons along with the Pioneer Campground Camp Store.

- Maintain accurate security identification (name tags, wristbands, visitor stickers, parking passes, etc.), program door keys, and maintain accurate room lists in MS Excel
- Monitor, clean, and refill coffee station.
- Maintain a clean and organized lobby area and connect with appropriate departments for housekeeping or maintenance service requests
- Enter room lists from the Event Ministries team into the Property Management System
- Perform safety and emergency procedures including, but not limited to liaison communication to 911 and other emergency personnel, completing paperwork, printing and maintaining data on current in-house guest reports, and directing guests and fellow staff in the case of an emergency or alarm.
- Provide anticipated guest counts and information to Maintenance and Dining Room for the purpose of scheduling and food preparation
- Complete sales transactions with guests including, but not limited to balances due upon arrival, purchase of Morning Cheer Café items (both vending, bookstore, and gift certificates), meals, and Sandy Cove event activities.
- Proactively cross-train on essential job functions and responsibilities of Front Desk Host
- Perform any other reasonable task assigned.

Essential skills and experience:

- Excellent communications skills and telephone etiquette
- Familiarity/proficiency with MS Office applications
- Ability to learn and operate internal systems and databases
- Basic math aptitude and experience with cash drawer/point of sale functions
- Excellent organization skills, self-discipline, and the ability to multitask
- Proven ability to determine guest needs and service them accordingly
- Commitment to customer service and guest satisfaction

Reporting to this position: None

Physical demands of work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands, talk, and hear.
- **Work environment:** While performing the duties of this job, the noise level in the work environment can range from minimal to moderate. Normal office environment.

General sign-off: The employee is expected to adhere to all policies of Sandy Cove Ministries.

I have read and understand this explanation and job description.

Signature: _____ Date: _____

Revised: 9/6/2022

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