

## **Darnell's Lake Resort**

### **Front Office / Reservation Clerk – Seasonal Position:**

#### **Timeframe of employment:**

Best Timeframe: Mid April – Mid October

*(However, we strive to have seasonal staff that returns each season, therefore we can work with the best candidate to begin later and end sooner)*

#### **Pay Scale:**

\$10.00 per hour, plus .50 cent per hour bonus for staying entire season, paid at the end of season.

The tasks of the front office staff are varied, but revolve around booking reservations, checking guests in and out, and taking care of or seeing that their needs are taken care of during their stay.

#### ***This position requires a person to:***

...work weekends. Office hours from Mid-April through Mid-October are approximately 8am to 10pm or 11pm. Front office shifts fall between those times.

...answer multiple phone lines and be successful at providing thorough and accurate information in a pleasant manner.

...greet guests with enthusiasm, energy, knowledge (or the willingness to find the answer) and a smile. This is a high public contact area; applicants must enjoy this contact and be receptive to the question and answer situation it presents.

...the ability to be patient with the customer, even when they are asking the same questions you have answered many, many, many times before. It is the first time **they** have asked.

...learn all aspects of the Resort. We strive to provide accurate local Chelan information and activity and dining suggestions for our guests.

...accurately receive information from the customer, filling out reservation information in the computer, receiving proper payment for services, and following through with paperwork, in an accurate, neat and timely manner.

...operate general office equipment such as: computer, credit card terminal, cash drawer, fax machine, copy machine, adding machine and answering machines.

...deal with interrupted work patterns, which are caused by phones and walk-in guests. One minute there may be no customers and the next moment the phone will be ringing and customers will walk through the door (at the same time).

...help keep the office and surrounding area clean and tidy. The office staff is responsible for cleaning the office in all respects, from vacuuming to dusting.

...have good communication skills; understanding the importance of sharing important details with co-workers as needed to take care of our customer's needs effectively & efficiently.

...Be a team player.

Darnell's Lake Resort is a family Resort with a goal of maintaining a very knowledgeable and helpful staff. New staff members are welcomed and trained to be part of the team.

*Thank you for your application.*

**Darnell's Lake Resort – FRONT OFFICE**

**Application for employment**

We are an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religious persuasion, marital status political belief, or disability that does not prohibit performance of essential job functions.

**Personal Information**

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Last First M.I.

Phone: \_\_\_\_\_ or \_\_\_\_\_

Federal law prohibits the employment of unauthorized aliens. All persons hired must submit satisfactory proof of employment authorization and identity (valid driver's license, birth certificate, Green Card, etc.) within three days of being hired.

Address: \_\_\_\_\_  
\_\_\_\_\_

Have you read the description of duties for the position in the Front Office? Yes No

Dates you are available to work: From \_\_\_\_\_ through \_\_\_\_\_

From Mid-April through Mid-October, our office hours are from 8am to 10pm or 11pm. Do you have any restrictions on the time of day, or days of the week, that you are able to work? Yes No

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

Because our office is open 7 days a week, each front office employee must work at least one of the weekend days or nights during this time frame. Are you able to commit to this requirement? Do you have a preference of Saturday or Sunday? \_\_\_\_\_

Although we have hired individuals that do not have all of the skills listed below, these are the skills that a front office employee must know or will learn on the job. Please check the areas that you are skilled in and/or have previous experience with:

\_\_\_\_\_ Reserve Guest Room reservations on computer

\_\_\_\_\_ Answer multiple phone line (3 lines)

\_\_\_\_\_ Know proper phone etiquette

\_\_\_\_\_ Operate a computer

\_\_\_\_\_ Operate a credit card terminal

Programs familiar with: \_\_\_\_\_

\_\_\_\_\_ Operate a fax machine

\_\_\_\_\_ Operate a copy machine

\_\_\_\_\_ Operate a 10-key adding machine\_

\_\_\_\_\_ Close & reconcile a days sales

\_\_\_\_\_ Willing to do office cleaning duties?

**Employment History:**

1. Company Name:

Position

Job Duties (detailed)

What did you enjoy most?

Manager/Supervisor:

Phone:

Employed from: \_\_\_\_\_ to \_\_\_\_\_

Pay rate: \_\_\_\_\_ Reason for leaving \_\_\_\_\_

2. Company Name:

Position

Job Duties (detailed)

What did you enjoy most?

Manager/Supervisor:

Phone:

Employed from: \_\_\_\_\_ to \_\_\_\_\_

Pay rate: \_\_\_\_\_ Reason for leaving \_\_\_\_\_

3. Company Name:

Position

Job Duties (detailed)

What did you enjoy most?

Manager/Supervisor:

Phone:

Employed from: \_\_\_\_\_ to \_\_\_\_\_

Pay rate: \_\_\_\_\_ Reason for leaving \_\_\_\_\_

4. Company Name:

Position

Job Duties (detailed)

What did you enjoy most?

Manager/Supervisor:

Phone:

Employed from: \_\_\_\_\_ to \_\_\_\_\_

Pay rate: \_\_\_\_\_ Reason for leaving \_\_\_\_\_

