

# **Darnell's Lake Resort**

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

### **Timeframe of employment:**

Employment period yearly: April – October

### **Pay Scale:**

D.O.E, can be part-time or fulltime hours per week.

The tasks of the front office staff are varied, but revolve around booking future reservations, checking guests in and out, and ensuring guests needs are taken care of during their stay with us.

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

1. Work at least one weekend shift. Office hours are approximately 8am to 10pm/11pm. Front office shifts fall between those times.
2. Answer multiple phone lines and be successful at providing thorough and accurate information in a pleasant manner.
3. 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.
4. Accurately receive information from the customer, filling out reservation information in the computer, receiving proper payment, and following through with paperwork, in an accurate, neat and timely manner.
5. Operate general office equipment such as: computer, credit card terminal, cash drawer, fax machine, copy machine, adding machine and answering machines.
6. 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.
7. Have the ability to be patient with the customer, even when they are asking the same questions you have answered many, many, many times before.
8. Learn all aspects of the Resort. We strive to provide accurate local Chelan information and activity and dining suggestions for our guests.
9. 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.
10. 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/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 day or night shifts 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    \_\_\_\_\_ Operate a 10-key adding machine

\_\_\_\_\_ Answer multiple phone line (3 lines)    \_\_\_\_\_ Close & reconcile sales

\_\_\_\_\_ Know proper phone etiquette    \_\_\_\_\_ Willing to do office cleaning duties

\_\_\_\_\_ Operate a computer    Programs familiar with: \_\_\_\_\_

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

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

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

## 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 \_\_\_\_\_

### Education History:

|               | School Name & Location | Years Comp. | Degree Diploma | Graduated |
|---------------|------------------------|-------------|----------------|-----------|
| High School   |                        |             |                |           |
| College       |                        |             |                |           |
| Tech Training |                        |             |                |           |

Have you been convicted of a felony in the last 7 years?      Yes      No

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

## References:

Please do not list relatives or former employers.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Years Known: \_\_\_\_\_ Occupation: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Years Known: \_\_\_\_\_ Occupation: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Years Known: \_\_\_\_\_ Occupation: \_\_\_\_\_ Phone: \_\_\_\_\_

**If you have any further information regarding you skills and past experiences, please use this space to expand on those.**

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**Thank you.**