



Guest Services Team Member

Team Outsider Overview

At Team Outsider, we spend our time delivering extraordinary hospitality to our guests at our rapidly growing portfolio of campgrounds nationwide. We are on a mission to be the most hospitable team in the world, and to achieve our mission, we need your help!

Position Overview

The Guest Services Team is responsible for ensuring we deliver an amazing guest experience at every interaction. We've never met a stranger who didn't quickly become a friend. And, we love to help our guests find what they need, even when they didn't know they were looking for it. Our guest experience begins and ends with you, from the time a reservation inquiry is made to the time our guests check out. Guest Services Team Members are responsible for our front desk, guest registration, escorting guests to their campsite, firewood sales, store sales, and all guest-facing relations.

Duties & Responsibilities

- Live Team Outsider's values while providing superior guest services, in person and over the telephone, by being enthusiastic, attentive, friendly and helpful.
- Greet all guests with a smile and a positive attitude.
- Be attentive to all guests, being careful to address all guest issues in a respectful and timely manner.
- Follow all guidelines and procedures regarding the handling of registrations, reservations, store sales, and refunds.
- Follow specific cash and credit card handling procedures and properly use the computer, cash register, credit card, and various other front desk equipment.
- Manage inventory stock counts and cleaning of the front office and store, on a regularly scheduled daily, weekly, and monthly basis.
- Coordinate and ensure the safe and successful execution of all on-site activities, including food service and themed events.
- Become educated on local and national advertising and discount programs.
- Promote local attractions, store sales and special offers, and referrals to other company-managed campgrounds.



- Always maintain a neat and well groomed appearance, wearing appropriate team attire and name tag.
- This job description is not intended to be a comprehensive list of all required duties, responsibilities and activities. Some of these may change, and others may be assigned by your manager at any time, as required.

Experience & Requirements

- A passion for customer service and the outdoors.
- Excellent customer service and problem solving skills.
- Knowledge of point of sale systems and cash register operations.
- Ability to work nights, weekends, and holidays.
- The ability to understand and speak the English language fluently.
- The ability to maintain confidentiality.

Physical Requirements

- Must be able to lift up to 50 pounds, lift and carry 25 pounds occasionally and 10 pounds regularly.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Must be able to hear and speak clearly, and communicate comprehensively.
- Must be able to use a computer keyboard and mouse, and be able to look at a computer screen, occasionally for prolonged periods of time.
- Must be able to stand for long periods of time (up to 80%).
- Must be able to bend, stoop, kneel, crouch, and climb.

Team Outsider Mission

- We are on a mission to be the most hospitable team in the world.

Team Outsider Values

- We put our team first: We believe that the most important hospitality we extend is to our team members. The way we treat one another sets the tone for how we treat everyone.
- We make them say "WOW!": We are passionate and determined to "WOW!" our team members, our guests, our community, and our partners at every interaction.



- We express gratitude: We appreciate that our team members and guests have many options for where to spend their time. We are committed to proving to them that they've made the right decision.
- We get better every day: We are always growing, learning, and ready to drive change. When we stumble, we admit fault and get back on our feet. We are in the constant pursuit of excellence in everything we undertake.
- We are steadfastly resourceful: We do more with less and will do whatever it takes to overcome a challenge.
- We give back: We strive to leave the biggest positive impact on the communities where we operate. Their success is our success, and we want to see them win.

Signature: _____

Date: _____