



Job Title: Guest Host
Department: Guest Services
Supervisor: Guest Services Coordinator

Position Description: The guest host is responsible for and ensures that hospitality is offered during the stay of a rental group at Dunrovin.

Job Expectations: As a center for hospitality, the Dunrovin employee will offer a warm, courteous welcome to all who come. The employee will strive to communicate respectfully with staff members and all who come, maintaining an atmosphere of Christian peace. The Dunrovin employee will follow procedures and policies as outlined in the Dunrovin Employee Handbook, will maintain efficiency as much as possible, and will maintain an approved schedule of hours.

Primary Objective/Specific Responsibilities: Promotes and coordinates guest care through a welcoming, attentive presence

- Communicate with group leaders during their retreats at Dunrovin
- Lead a welcome/orientation speech early in a group's arrival
- Check on groups during arrival and meal times to assist as needed
- Walk through the dorms and meeting areas each morning and as needed to stock toilet paper and towels and to pick up garbage, dirty dishes, etc. in absence of housekeeping staff
- Assist kitchen staff as needed to serve and clean up after meals
- Lock up and close down facilities nightly and after group departure
- Provide necessary guest care in case of a staff absence

Primary Objective/Specific Responsibilities: Perform general office and administrative details for rental groups and individuals

- Notify Business Office/Guest Services Coordinator of needed chapel and guest supplies
- Meet with and be accountable to supervisor

Job Requirements: The guest host will possess excellent interpersonal skills and a warm personality; will demonstrate respectful communication with co-workers and promote unity; will display an aptitude for details, promptness, and efficiency; and will show flexibility with the job schedule and demands.

Disclaimer: This job description is intended to convey information essential to understanding the general nature and level of work performed by jobholders within this job. It is not intended to be an exhaustive list of qualifications or duties associated with the position, and the employee may be asked by supervisor to perform additional responsibilities.

Employee signature:	Date:
Supervisor signature:	Date: