



**Job Title:** Guest Host  
**Department:** Guest Services  
**Supervisor:** Director of Guest Services  
**Name of Employee:** \_\_\_\_\_

**Job Description:** The role of the Guest Host is to ensure that exceptional hospitality is offered to rental groups during their time at Dunrovin by promoting communication and welcoming care for guests.

**Responsibilities including but not limited to:**

<b>Guest Services</b>	<ul style="list-style-type: none"> <li>• Set up for group as needed</li> <li>• Lead a welcome/orientation speech early in the group’s arrival</li> <li>• Check on groups during arrival and meal times to assist as needed</li> <li>• Greet and thank guests as they are leaving</li> <li>• Ensure final details with group leader/contact person before group leaves</li> <li>• Provide details to appropriate staff member to facilitate billing</li> <li>• Respond to urgent or emergent guest needs, contact supervisor of serious incidents</li> <li>• Communicate safety needs and basic repairs to appropriate staff member</li> <li>• Troubleshooting technical issues</li> </ul>
<b>Kitchen</b>	<ul style="list-style-type: none"> <li>• Notify all people who are affected by guest changes</li> <li>• Communicate updated details about dietary needs, group size, and meal times</li> <li>• Assist cooks to serve the meal</li> <li>• Dishwashing</li> </ul>
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>• Walk through the dorms and meeting areas each morning and as needed to re-stock bathroom supplies and to pick up garbage, dirty dishes, etc.</li> <li>• Notify appropriate staff member of needed chapel and guest supplies</li> <li>• Occasional cleaning supervision for groups upon departure</li> </ul>
<b>Security and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Be available to assist a group with urgent healthcare needs.</li> <li>• Assist on-call maintenance person as needed.</li> <li>• Adjust thermostat and indoor/outdoor lighting as necessary</li> <li>• Secure facility, lock doors, at night as desired by the group or instructed by supervisor</li> <li>• Secure facility after a group leave, such as: Turn off lights, close windows, adjust thermostat, lock all doors</li> </ul>

**Job Expectations:** As a center for hospitality, the Dunrovin employee aims to offer a warm welcome and exceptional hospitality for every person who comes. *The Guest Host will remain on-site during the time the guest group is on-site.* 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, will maintain an approved schedule of hours, and will meet with and be accountable to a 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:

