

JOB DESCRIPTION: RECEPTIONIST

Job Objective

Receptionists are first point of contact to all customers and will be responsible for all the bookings that come through to Snowtrax. A Receptionist must deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all of our customers, with the key aim of retaining and attracting new customers.

Main Responsibilities

- Serving customers for any activities, sessions and lessons Snowtrax runs.
- Answering telephone calls and giving as much useful information you can.
- Answering emails
- Booking in lessons and parties
- Dealing with any accidents and filling in the necessary forms.
- Photocopying.
- Keeping the ski bob and ringo instructors busy with jobs in quiet periods
- Tidying the reception area: remember this is visual to customers.

UNIFORM

Provided uniform:

- Black polo shirt
- Black polo sweatshirt

Own:

- Smart shorts- knee length
- Smart jeans
- Smart leggings
- Smart skirts – not too short
- Black cardigan
- Trainers/pumps (suitable foot wear for walking on the slope)

A deposit of £10 will be taken from your first payslip for any uniform Snowtrax provides.
