Overview:

Kanuga Conferences is the largest camp and conference center in the Episcopal Church and the global Anglican Communion. Over its 75+ year history, it has come to provide a unique set of resources and services to the Church, all of them grounded in its original focus on its special blend of Christian Hospitality. It is important to continue to develop and honor this tradition. Each year 30 – 35 thousand guests come to the center from all over the world to experience Christian formation, retreats, meetings, rest, relaxation, reflection, and fun. The Reservations Department is responsible for the volume, mix and satisfaction of guests, campers and program participants who come through Kanuga each year.

The Front Desk Associate reports to the Reservations and Front Desk Manager. Performance reviews and evaluations will be conducted by the Reservations and Front Desk Manager.

Accordingly, the Font Desk Associate shares with the Directors of Guest Services, Food Services, Housekeeping, Program and the Vice President for Property the championship of guest satisfaction at Kanuga.

Front Desk Services Goals

- To offer professional service to our guests who come to Kanuga.
- To communicate with Reservations, Guest Services, Maintenance, Housekeeping and Food Service guest needs as appropriate; then to communicate with other departments as needed.
- To quickly respond to inquiries and follow up as soon as possible.
- To incorporate the Kanuga mission statement as our guide and how the Front Desk supports it.
- To welcome groups upon arrival and make them feel at home.
- To be accountable for payment of guest invoices and other payments of services provided by the Front Desk.
- To build strong relationships between our department and Food Services, Guest Services, and Housekeeping by interacting with the members of each department.
- To be aware of cross selling opportunities as they arise in the normal course of business.
Front Desk Associates – Primary Responsibilities:

- Reliability – Be present for work when scheduled
- Demonstrate patience, tact, and a welcoming attitude with guests, even in difficult situations on the phone and in person
- Engage pleasantly and courteously with colleagues
- Provide complete and accurate back up as needed for colleagues
- Maintain high levels of trust among Front Desk team members
- Demonstrate mastery of current computer software and hardware, enthusiastically learn new processes as they become available
- Give accurate, timely and complete information to staff and guests
- Convey a tone of enthusiasm and optimism in communication with staff and guests
- Juggle tasks and priorities in order to accurately complete each day’s work and keep the Front Desk communication open
- Aggressively fill slow times with projects within reservations or other departments. Seek timely guidance from the department head.

Front Desk Associate - Specific Job Duties:
Front Desk: Hours: 7:30 am – 3:30 pm or 3:30 pm – 11:30 pm

*See attached Duty Sheets

Qualifications

<table>
<thead>
<tr>
<th>Experience</th>
<th>Skills</th>
<th>Knowledge</th>
<th>Attributes</th>
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</thead>
<tbody>
<tr>
<td>Demonstrated success in:</td>
<td>Demonstrated ability to:</td>
<td>Demonstrated understanding of:</td>
<td></td>
</tr>
<tr>
<td>• Building relationships</td>
<td>• Work effectively with staff</td>
<td>• Hospitality</td>
<td>• Background in hospitality</td>
</tr>
<tr>
<td>• Building customer satisfaction</td>
<td>• Work effectively with guests</td>
<td>• Software systems</td>
<td>• Detail orientation</td>
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<tr>
<td>• Accurate data entry</td>
<td>• Communicate effectively in writing and in person</td>
<td>• Organizational ability</td>
<td>• Willingness to build skills through additional training</td>
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<tr>
<td></td>
<td>• Ability to set priorities and time management</td>
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<td>• Welcoming and approachable</td>
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<td></td>
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<td>• “It is my advocation.”</td>
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</tbody>
</table>

Kanuga Conferences Inc.
Front Desk Associate
Role Profile
March 2016
Measurement of Effectiveness

1. **External Feedback** will be solicited from groups, coordinators, campers/parents, and guests to determine how well Kanuga met their expectations up to the point of settling into their rooms; and the value realized from a relationship with Kanuga Conferences.

2. **Internal Feedback** will be solicited from the Senior Associate and Director of Reservations services, reservations staff, front desk staff, matrix Kanuga departments and leadership team regarding the degree to which the Associate helps others meet their goals while pursuing the Reservations Department’s front desk objectives and strategies.

3. **Business Results**: The Reservations Department will be measured annually:
   - Utilization of Kanuga’s capacity
   - Revenues and expenses vs. plan