



WHITEFACE L O D G E

Position: Pool
Supervisor: Facilities Supervisor / Facilities Manager
Department: Facilities

FLSA Status: Non-Exempt

Working Conditions and Physical Effort

Stress Load Regular exposure to stresses.

Workload Fluctuation The workload required to perform this job requires ability to adapt to change.

Manual Skills Significant portions (more than 50%) of daily assignments involve application of manual skills requiring motor coordination in combination with finger dexterity, e.g., typing, handwriting, or machine operations.

Physical Effort Significant portions (more than 50%) of daily assignments involve prolonged standing, transporting material or equipment, or lifting, moving, or carrying heavy (over 30 pounds) materials for intermittent periods throughout the day.

Physical Environment Significant portions (more than 50%) of daily assignments involve exposure to dirt, odors, noise, or temperature / weather extremes. Working surfaces may be unlevel, slippery, or unstable.

Work Schedule Work is performed during regular business hours. Schedule varies according to business demands and needs.

Occupational Risks Significant portions (more than 50%) of daily assignments involve occupational risk, such as cuts, burns, exposure to toxic chemicals, injuries from falls, or back injury sustained with assisting in moving, lifting, or positioning equipment or materials.

Ergonomics Risks Significant portions (more than 50%) of daily assignments involve ergonomic risk, such regular repetitive tasks, forceful or prolonged exertions of the hands, vibration, cold temperatures, heavy lifting, pulling, pushing, or carrying of heavy objects, poor body mechanics, restrictive workstations, or awkward postures.

Safety Responsible for adhering to all safety policies and procedures of Urgo Hotels & Resorts.

Required Travel Position does not require travel to other UrgoHotels & Resorts properties or client locations. Work is completed on the property.

Urgo Hotels & Resorts Performance Standards

1. Be **professional**: wear proper attire, be well groomed, have a **Service Frame of Mind**, and be prepared to exceed the expectations of our guests.
2. **Cheerfully** communicate with our guests and each other, using **honesty** and **sincerity**.
3. Speak to the guest before he/she speaks to you.
4. Have a **smile** on your face and in your voice at each guest encounter.
5. Be **aggressively friendly**: greet each guest with direct eye contact, a smile and a warm welcome.
6. Never allow guests to wait without acknowledgement.
7. Always introduce yourself using your name; address the guest by name whenever possible.
8. Speak with **respect** and kind words in all conversations.
9. At all opportunities, identify and meet guests' needs before they have to ask. Be **responsive** and **accommodating**.
10. Handle guests' request immediately. Be **energetic** and **polite** in your response.
11. Never say "no"-think of a creative way to say "yes"! Be **understanding** and **diplomatic**.
12. Solicit feedback from guests whenever possible and make note of anything we can do to improve their stay. Be **receptive** to their comments.
13. When presented with a guest problem, be **calm**, and listen **empathetically**.



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14. Make every attempt to correct yourself.
15. If you can't fix a problem, immediately find the appropriate person who can.
16. The person who corrects the problem must ensure the guest is satisfied with the solution.
17. The safety and security of guests, each other, and the hotel property is everyone's responsibility.
18. It is everyone's obligation to keep hotel immaculately clean both inside and out. Be **considerate** of our guest's expectations by removing any litter or debris you see.
19. Know all hotel services and where to direct guests for information. Be **patient** and **courteous**.
20. A guest should NEVER have to ask for a service that is our standard to provide.

Supervisor Signature: _____ **Date:** _____

We are a dynamic organization in a rapidly changing industry. Accordingly, the responsibilities associated with this job will change from time to time in accordance with The Whiteface Lodge business needs. More specifically, the incumbent may be required to perform additional and / or different responsibilities from those set forth above.

I have read this job description and fully understand that failure to comply with any of the stated responsibilities is grounds for disciplinary action.

Employee Signature: _____ **Date:** _____