



Job Description

Job title:	Surf Club Attendant
Reports to:	Surf Club Manager

Job Purpose:

As a Surf Club Attendant with Long Beach Lodge Resort, you will offer our guests first class service in a relaxed informal setting. Your passion and knowledge of the Surf Club offerings will help you close a sale and create a memorable experience for our guests.

Duties and Responsibilities:

- Consistently offer professional, friendly and engaging service
- Merchandise products in a way that optimizes sales
- Responsible for booking lessons and confirming an instructor
- Set guests up with appropriate wetsuits and equipment for lessons or rentals
- Responsible for cleaning wetsuits and ensuring they are in good working condition
- Host guests before and after lessons in a professional and welcoming manner
- Provide guests with verbal or written information about the resort facilities, services, and local attractions
- Responsible for proper stocking of shelves, counters, and racks with merchandise and keeping them organized and fully replenished
- Counting inventory
- Help guests make selections by building customer confidence; offering suggestions and opinions
- Inform guests of surfing techniques, ocean safety, and surf etiquette
- Ensure the shop, boardroom, and facilities are clean, neat, tidy and organized
- Ensure revenue is maximized by up-selling and recommending hotel facilities
- Prepare and serve hot beverages such as Americanos, lattes, cappuccinos, and teas
- Check temperatures of refrigerators and heating equipment to ensure proper functioning
- Clean and sanitize espresso machine and utensils
- Complete knowledge of Micros and Yellow Dog Software
- Prepare bills, process payments, cash out and reconcile cash with total sales

Qualifications:

- A secondary school diploma is preferred
- Previous retail experience is an asset
- Previous barista experience is an asset
- Excellent communication skills required
- FOODSAFE is required
- Professional appearance and attitude
- Excellent customer service skills
- Previous Micros and inventory management experience is an asset
- Computer skills are also required; Word, Excel, Outlook

Working conditions:

Flexible, must be willing to work a variety of hours, including days and nights, weekends and holidays based on the business needs

Physical requirements:

- Constant standing and walking throughout shift for up to 8 hours
- Physical ability to lift and carry boxes, surf boards and other items
- Kneeling, pushing, pulling, lifting
- Occasional ascending or descending stairs

Approved by:	Chance McCullough, Surf Club Manager
Date approved:	10 November, 2017
Reviewed:	