

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Pool Attendant
REPORTS TO: Front Office Manager
UPDATED: May 2014

OVERVIEW:

Responsible for the overall cleanliness of the Pool and Health Club. Ensure the Westin standards are being adhered to with our service levels and abide by all Westin and Starwood standards, policies and procedures.

MAJOR DUTIES & RESPONSIBILITIES:

- Provides constant feedback to Front Office Manager concerning service issues, including guest desires, complaints and comments
 - Creates lasting impressions with our guest by going that extra mile in creating memorable experiences.
 - Maintains the cleanliness and hygiene of the Pool and Health Club.
 - Ensures that the area is stocked well with amenities and towels.
 - Ensures that all the machines in the Health Club are functional.
 - Ensure compliance with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Must be able to build and maintain credibility and relationships with customers (internal and external)
- Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others

GENERAL REQUIREMENTS:

- Requires manual dexterity to use and operate all necessary equipment
 - Must be able to stand and exert well-paced mobility for up to 8 hours in length. Must be able to lift up to 15 lbs. on a regular and continuing basis
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