

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

**POSITION TITLE:** Refreshment Centre Agent

**REPORTS TO:** Assistant Outlets Manager

**SUPERVISES:** n/a

**UPDATED:** April 2012

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### OVERVIEW:

The Refreshment Centre Agent is responsible for checking and maintaining the stock of Refreshment items in all of the rooms; and to arrange the appropriate charges.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Take inventory on all guest mini-bars on a daily basis and post the appropriate charges to the room prior to guest departure
- Inspect all equipment to ensure excellent working condition; notify the Engineering Department of any repairs needed
- Stock the mini-bar cart with the necessary items in order to maintain the par level on a daily basis
- Maintain the cleanliness and maintenance of all work areas
- Maintain par levels of inventory and report any discrepancies to the Assistant Outlets Manager
- Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
- Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
- Set a good safety example
- All other duties as assigned

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**SKILLS AND EXPERIENCE:**

- Good communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
- Must be able to build and maintain credibility and relationships with customers (internal and external)
- Basic computer knowledge (Excel and Micros)
- Previous experience in a similar role in a similar size/type of property
- Strong attention to detail and the ability to handle multiple tasks
- Detailed knowledge of Whistler and available services

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**GENERAL REQUIREMENTS:**

- Serving it Right Certificate
  - Must be able to stand and exert well-paced mobility for up to at least 8 hours in length
  - Must be able to lift up to 20 lbs. occasionally
  - Must be able to push and pull carts and equipment weighing up to 100 lbs. frequently
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