

## **Guest Relations**

One of the primary reasons for the Feathered Pipe longevity and revered stature within the health, wellness and yoga community of America is the sense of 'coming home' our guests feel when they visit the Ranch. The warm and easy going demeanor of the staff paired with our attention to our guests' comfort is what makes all feel welcome and desiring to return.

If these are skills that come to you naturally, and bringing a smile to another's face is what inspires and moves you through your day, then please investigate these work and volunteer opportunities and consider joining us for a season or even longer!

## **Guest Relations Director 2021 Season**

The Guest Relations Director at the Feathered Pipe Ranch serves as a liaison between the Feathered Pipe Foundation Ranch staff (kitchen, cleaning staff, and maintenance), guests, and program leaders/retreat teachers. Responsibilities include greeting guests as they arrive, coordinating their check-ins to assigned lodging, and familiarizing them with the Ranch facilities. Throughout the retreat week, the Guest Relations Director will act as a first-line liaison between staff responsible for guest services (housekeeping, meals, and maintenance) and our cherished guests and program leaders.

Other key responsibilities will be to communicate with the Feathered Pipe Foundation office staff to anticipate and arrange what guests will need, to get rooming sheets, and to provide information such as hour sheets to the office. The Guest Relations Director will oversee and organize the Ranch staff team, make schedules, be involved in task management, and do quality control over the facilities and services.

Ultimately, the individual in this position will manage Ranch guest services and the Feathered Pipe Foundation's image by addressing guest requests and ensuring our clients are cared for, safe, and satisfied. The ideal candidate for this position will have a flair for communication and a demonstrated ability to resolve problems in a timely and friendly manner. Our dream candidate is outgoing, friendly, and has excellent people skills. He/she should also be able to enforce

Foundation policies and relevant federal, state, and local regulations without hurting guest or staff feelings.

This individual may also work shifts in the kitchen as a cook, help with serving meals, assist in cleaning common areas, and work with tasks associated with opening and closing the Ranch.

## **CORE RESPONSIBILITIES**

- Provide positive guest experiences for clients throughout the duration of their stay
- Communicate with Office staff to get rooming sheets and guest information.
- Ensure guests are properly greeted upon their arrival
- Monitor the condition of community spaces and lodging accommodations to ensure cleanliness and safety of facilities
- Assist with hiring new staff, as necessary.
- Make weekly work schedules for Ranch staff.
- Review hour sheets and submit them to the Office.
- Work closely with Ranch staff and contractors to ensure the grounds and its facilities are clean, safe, and appealing
- Coordinate guest arrival and departure transportation.
- Promptly address guests' requests concerning meals and accommodations
- Actively listen to and resolve complaints of guests and staff.
- Coordinate and manage communication between guests/teachers and staff and follow up to ensure we resolve concerns
- Organize, oversee, and liaise with housekeeping, kitchen, and maintenance staff to provide an overall comfortable guest experience
- Examine daily duties, assign tasks and check on progress
- Establish friendly relationships with guests
- Assist with and help coordinate periodic live-streaming events, classes, and programs at the Ranch
- Train and mentor junior and new staff members in developing their skills and updating them with knowledge regarding Feathered Pipe Foundation policies

- Work with Executive Director and Program Manager to organize, create and implement improvements to the Ranch, improve staff efficiency, and improve the experience for guests, teachers, and staff.
- Work shifts in the kitchen and serve meals, as needed.
- Drive to pick up guests at airport and hotels, as needed.
- Participate in meetings.
- Help with set up and take down of the Ranch facilities.
- Periodically work with Online/Marketing Team to help create content for the Feathered Pipe's online presence including the website, social media, and/or (live)streaming classes or events.
- Other duties as assigned.

## **REQUIREMENTS**

- Exceptional interpersonal communication skills as he/she constantly needs to build a positive relationship with guests as well as all staff members
- Demonstrated ability to solve problems through nonviolent communication and/or other problem- and conflict-resolution skills
- Education beyond high school level, preferably 4-year college degree and/or training in hospitality and/or management.
- Proven work experience as a host(ess), guest relations and/or personnel manager, or similar role
- Understanding of guest retreat facilities management best practices and relevant laws and regulations
- Strong customer service drive with outstanding communication and active listening skills
- Respect for and enthusiasm about interacting productively with individuals from diverse backgrounds
- Affinity for working politely, professionally, and respectfully with colleagues and guests
- Willingness to work with management to explore new approaches to improve operational efficiencies and the guest experience
- Leadership skills along with the ability to motivate a team into high performance and provide constructive feedback as needed
- Ability to work flexible hours

- Strong sense of responsibility and a professional presentation
- **Be willing to follow COVID-19 protocols including but not limited to mask wearing. Protocols are subject to change.**
- **COVID-19 vaccine required:** In order to ensure safety for staff and guests, COVID-19 vaccine is required for staff who work on grounds.

### **PREFERRED SKILLS**

- Facility with Internet live-streaming technology to assist with occasional webcasting of Ranch events

### **General Information**

The Feathered Pipe Ranch is not just a place to work. It is an extraordinary place with a rich history and staffed by a team of collaborative and openhearted individuals motivated by a shared commitment to have a positive impact on the world. The work we do to take care of the Ranch and minister to our cherished guests is rewarding – but our culture offers our staff so much more:

- Fresh mountain air, access to hiking trails and lake, and more.
- Opportunities to participate in vital philanthropic work.
- Strong team camaraderie that comes from a group of hardworking and cooperative individuals who enjoy being in the company of guests and colleagues who care deeply about bringing about a better world.

In short, working at the Ranch offers the room and space for everyone to grow, connect, create, collaborate, and have fun along the way.

### **IMPORTANT INFORMATION FOR ALL POSITIONS**

- **Seasonal contracts** are from May - mid-October, 2021.
- Schedule may change from week to week and because we have a small staff and we all pitch in when needed.
- Flexibility is essential because duties may periodically extend beyond the position description.

- Must be willing to follow COVID-19 protocols including but not limited to **mask wearing**. Protocols are subject to change and staff will be expected to comply in the interest of our collective health.
- **COVID-19 VACCINE REQUIRED:** In order to ensure safety for staff and guests, COVID-19 vaccine is required for staff who work at the Ranch. If you cannot or do not want to get a vaccine, please check back with us in 2022.

**To Apply:** Thank you for your interest. Please submit the job application and your resume to [jobs@featheredpipe.com](mailto:jobs@featheredpipe.com). A cover letter is appreciated but not required. We will reach out to those who best meet our qualifications.

Feathered Pipe Foundation is an Equal Opportunity Employer. Feathered Pipe Foundation does not discriminate in hiring based on age, gender, sexual orientation, race, ethnic origin, disability or religion.