



Guest Services – Conference Focus International Training Program Snow Mountain Ranch, YMCA of the Rockies

Phase 1 – Introduction and Family Reunions – April 8 to August 8

Objective: The objective of this phase is for the trainee to: Learn the wide array of activities and facilities at Snow Mountain Ranch and gain knowledge to book and sell these venues. Receive a comprehension of the Maestro PMS system, Outlook, phone, and various office equipment. Learn how to effectively communicate and coordinate a family reunion ranging from 15- 100 persons.

Tasks: Attend Snow Mountain Ranch Orientation as well as International Training Program Orientation. Learn Maestro PMS system. Use email and phone to confirm details of a group stay. Book activities for a group as needed. Take deposits, final balances for a group. Write and revise family reunion cabin contracts.

Phase 2 – Conference Services – August 9 to November 9

Objective: The trainee will begin Classes in Resort Management, Resume Writing and Interviewing, Entrepreneurship, Conflict Management, and the YMCA Global Mission. The objective of this phase is for the trainee to build upon the skills gained in phase 1, and to learn more about the conference department, making sure to take responsibility for all tasks on the shift.

Tasks: Meeting room set-up & break-down. Management of refreshment orders. Management and handling of A/V equipment. Dispersal and retrieval of rollaway beds, cribs, high-chairs, and A/V equipment. Lobby inspections: Coffee machines: boxes and condiments are stocked Project Room – He or She will learn to prepare organizational checklists and learn activities to make guests feel welcome and expected such as: preparing room rosters, check-in sheets, maps, stay-evaluations, keys, meal tickets and communicate the group's needs to the next employee handling their stay.

Phase 3 – Large groups/youth/religious – November 9 to January 9

Objective: The trainee will be trained in how to coordinate and help a group leader plan all details to make their event successful. Make arrival packets and print registration cards for groups. Make new files for future groups and contact groups to verify all profile information is correct. Check groups in and out, and sending Thank You letters to all checked-out groups. Book meeting rooms. Process conference mail daily.

Tasks: Respond to conference emails and answer conference main extension phone calls

- Stamp meal tickets for incoming groups
- Confirm the shuttle bus in the winter
- Book & Pick-up lift tickets for groups

Phase 4 – Special Events - January 9 to April 8

Objective: Snow Mountain Ranch offers stunning mountain ceremony sites, a variety of reception options set up the way the couple chooses choose, guest lodging, and over five thousand for the wedding guests. The trainee will learn how Snow Mountain Ranch gives wedding couples a one of a kind mountain wedding experience.

Tasks: The trainee will shadow the event coordinator learning how to use our software system to communicate the events needs with the rest of the departments. She will learn to create banquet event orders through our reservations system for all events and large groups, give site tours to potential weddings, help conduct pre con meeting with our large groups and become a liaison between various departments that are needed to implement special events and weddings. The trainee will learn to use Maestro as well as learn how to maintain contact through email or phone with clients. She will learn how to read a banquet event orders for event set up information and set events based off those banquet event orders.