



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

Phase 1 – Guest Service Introduction - April 8 to April 24

Objective: The trainee will be introduced to Snow Mountain Ranch, the Guest Services Department, and the main communication system.

Tasks: He or she will attend the following: International Training Program Orientation. Snow Mountain Ranch Orientation. Through shadowing the Front Desk Supervisor the trainee will learn: Operation of the Radio and Avaya Telephone and Switchboard communication system. Be introduced to the Maestro Guest management software system. Through shadowing a Housekeeping Manager, the trainee will learn and tour the different lodges and cabins at Snow Mountain Ranch.

Phase 2 - Guest Service – AM and PM shifts – April 25 to July 24

Objective: To learn the importance of morning procedures performed by the Front Desk in both the afternoon and evening shift that contribute to Guest Service at Snow Mountain Ranch.

Tasks: The trainee will shadow the Front Desk Supervisor to learn the following: using the Maestro Resort Management Software to run and analyze reports to manage arrivals, departures, in-house reservations, and prepare important guest information for their arrival. He or she will also learn to use the following reports under the guidance of the Front Desk Supervisor: emergency, VIP and Donor arrivals. He or she will learn to restrict telephone use in guest rooms, update room status, and manage delivery of all guest packages, faxes, and messages. He or she will tour the Snow Mountain Ranch Campground. He or she will learn to check in guests and groups, run and analyze the daily arrival report, monitor rooms status for check ins, familiarize him/herself with our guest bulletin to explain on-site activities for guests upon check-in, learn to manage the electronic key system.

Phase 3 – Guest Service – Income Audit – July 26 to September 25

Objective: To learn the income audit procedures and begin to attend formal classroom training.

Tasks: Through shadowing the Front Desk Supervisor, the trainee will learn to use the Maestro Reservations System to: Track deposits made by each department at Snow Mountain Ranch, verifying all house accounts balance individually, post guest charges to their individual accounts,

run and analyze a report to balance all accounts. He or she will begin weekly formal classroom training in Managing Conflict, Leadership, Sustainability in Hospitality, and Resort Management.

Phase 4 – Conference – September 26 to December 08

Objective: The trainee will learn the operation of the Conference Department and Conference Services Department in order to best serve incoming groups.

Tasks: Through shadowing the Conference Director, the trainee will: prepare documents that enhance a group's arrival experience including writing introduction letters. He or she will learn through shadowing to check in and out large groups and prepare their meeting room reservations. He or she will also learn about pre arrival and post departure communication to ensure guest service and repeat business including setting up their meal plans and confirming transportation. Through shadowing the Conference Services Director, he or she will learn about meeting room setup templates and managing Audio/Visual Requests. He or she will also continue his formal classroom training.

Phase 5 – Night Audit – December 09 – February 1

Objective: The trainee will learn Night Audit as well as continue formal class room training.

Tasks: Through shadowing the Night Audit supervisor the trainee will learn to operate the Maestro system specific night audit functions/reports including: the emergency, charges, in-house, shifts, daily weather, snow conditions and ski reports. He or she will learn to balance credit card statements and deposits, verify the vault amounts. Distribute reports to association staff and understand the importance of this communication.

Phase 6 – Training and Quality Inspections – February 1 to April 8

Objective: Snow Mountain Ranch employees about 300 seasonal staff members each year that rotate in and out for stays of about 3 to 6 months throughout the year to accommodate the peak seasons. The trainee will learn the importance of maintaining updated training materials in the front desk department for smooth transitions of staff. This phase also includes participation in the Quality Inspection Team to learn the process in which Snow Mountain Ranch maintains a high level of quality among the lodge rooms and cabins for guest satisfaction. He will also observe the communication and decision making process at Snow Mountain Ranch by participating in a Department Director and Assistant's meeting.

Tasks: The trainee will review and make suggestions for updates to the training manuals in the following areas: income audit, switchboard, and the winter activities guide. He will learn effective communication and training methods by teaching new employees in the Front Desk Area about income audit.

The trainee will participate in the Quality Inspection committee at Snow Mountain Ranch by attending meetings and inspecting cabins and lodge rooms.

The trainee will attend a Department Director and Assistants meeting to learn about the communication and decision making process at Snow Mountain Ranch. The trainee will continue to attend formal classroom training once per week with classes including topics of Business Writing in English, Supervision skills, and Working with Different Generations.