

MIRAMONT



Receptionist

JOB SUMMARY

This position is responsible for excellent relationships with Members and Guests as the Front Desk is the center to all Club happenings. Promotion and booking of Guest Rooms along with assisting the Clubhouse Manager and other Club Managers are key components to this position. The Front Desk Receptionist must have a working knowledge of all Club operations and go above and beyond to exceed Member and Guest's expectations.

ESSENTIAL JOB FUNCTIONS

- Responsible for the daily functions of the Front Desk operation to include, but not limited to:
 - Guest room reservations and check-ins/check-outs, guest card requests and issuing of cards, handling of emergency situations and knowledge of all evacuation procedures, facsimile transmissions and receipts for Members, Guests and Management staff.
- Answer telephones, direct incoming calls, take and convey messages as needed.
- Greet all Members and Guests as they enter and exit the club.
- Fulfill Member requests (for example, places phone calls and holds letters or package.) Perform general office work such as word processing, filing and operating copy and fax machines.
- Accept dining room reservations.
- Maintain lobby message board.
- Greet job applicants filling out applications.
- Give wake-up calls to overnight guests as needed.
- Monitor incoming and outgoing traffic in the Club and report suspicious activity to management.



MIRAMONT

- Resolve Member or Guest problems and concerns as they arise.
- Assist with miscellaneous projects from other departments within the Club. Examples: statements, newsletter and marketing pieces, annual meeting materials, etc.
- Knowledge of the Club's telephone and voicemail systems.
- Registering of lost and found items.
- Signing in and out of Club keys in the proper log book.
- Stamp, sort, and distribute mail.
- Assist with magazine and newspaper receipt and distribution.
- Any other duties as directed by the Clubhouse Manager and Lead Receptionist.

JOB QUALIFICATIONS

- High School diploma or equivalent.
- College education preferred.
- Hotel or private club experience preferred.
- Great attitude.
- Highly motivated.
- Good communication skills.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to stand; walk; and use hands to handle or feel. The employee is required to sit and reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must have the ability to multi-task and complete tasks in an accurate and timely manner.

This job description is an outline of job requirements and may not include all job functions that will be required by Miramont Country Club. This description is subject to change without notice.



Team Member Pledge

We embrace the character and tradition of Miramont and commit to uphold and enhance these qualities in all that we do. We will create a **“Home Away From Home”** for our Members and Guests.

We value each other, and endeavor to create a positive working environment where mutual **respect** and **dignity** is our way of life.

We will do everything we can to make the answer **“YES!”** for each Member and Guest, and we will never begin a sentence or phrase with the words **“no”** or **“not.”**

We recognize the **importance of children and families**; we will create and foster an environment and culture that encourages children and families to use the Club.

We are a team of dedicated and passionate professionals, and pledge to work daily to become **experts** at our chosen profession.

We will strive to continually **evolve** ourselves and our Club; we believe deeply that we can always improve.

We believe that **recognition** is paramount to our success and we will work tirelessly to learn our Members and Guests (sur)names and preferences and use them constantly and consistently.

We will **be the first to communicate**, we will make eye contact, introduce ourselves and always greet our Members, Guests, Vendors and Teammates with a smile and a warm welcome.

We will **work safely every day** and promote a culture of safety in everything that we do.

We will be well-groomed and professional in our appearance and actions; **we are ladies and gentlemen.**

We will always **walk** Members and Guests to their destination and **introduce** them as applicable.

We will endeavor to be **extraordinary** in everything, by everyone, every day.



MIRAMONT

APPLICATION FOR EMPLOYMENT

We are pleased that you are interested in applying for a position with our Company. This Company does not discriminate in hiring or employment on the basis of race, color, religious creed, national origin, sex or ancestry; or on the basis of age against persons 40 and over, or on the basis of a handicap not limiting the applicant's ability to perform satisfactorily the job available. No question on this form is intended to secure information to be used for such discrimination.

We will give this application every consideration. However, in accepting it, the Company makes no commitment of employment to the applicant. This application will remain active for 45 days.

I hereby understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means that the Employee may resign at any time and the Employer may discharge the Employee at any time with or without cause.

The "at will" provision cannot be modified in any manner, either expressly or impliedly, except in written form signed by the Company's chairman or president and by you.

Signature of Applicant

Date

BASIC INFORMATION:

Name: _____
First Middle Last

Address: _____
Street City State Zip

Phone: _____ Email: _____

Position applied for: _____ Are you at least 18 years of age? Yes No

Full-time Part-time Summer Other If part-time, hours available: _____

Salary requirement: _____ Date available: _____

How were you referred to us? _____

Do you have any friends or relatives working here? Yes No

If yes, please list their name/s and your relationship/s: _____

For purposes of verifying employment and education, please list any other names you may be known by: _____

SKILLS:

- Typing _____ WPM
- 10-Key _____ Touch _____ Sight _____
- Data entry _____
- Switchboard or multi-line phone systems _____ (Number of Lines)
- Other: _____

COMPUTER:

- Jonas _____
- Software (to include word processing, spreadsheets, databases or other applications): _____
- Hardware: _____
- Programming: _____
- Operating Systems: _____
- Other: _____

EDUCATION:

Name	Address	Major	Circle Last Year Completed	Did you graduate?	Degree
High School/Preparatory			1 2 3 4		
Business School			1 2 3 4		
College			1 2 3 4		
Graduate Work			1 2 3 4		
Other (Describe)			1 2 3 4		

If you did not graduate, why did you leave school or college? _____

Are you planning or pursue further studies? Yes No Day School Night School

If so, when, where, and what courses? _____

Schedule (if currently enrolled): _____

INTERESTS: *Use the space below to describe your interest in the Company and the skills and aptitudes that you feel qualify you for a position at this Institution. You may wish to include civic and community activities, professional societies in which you participate, hobbies, sports, special training or skills such as typing, accounting and the like. If you need more space, please continue on a separate sheet or the back.*

WORK HISTORY: *Start with your present or most recent job. Please list all previous employers – including any periods of self-employment, part-time and temporary/seasonal work. Include only employers located in the United States. If you need additional space, please use the back of this page.*

1	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					
					Reason for leaving

2	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					
					Reason for leaving

3	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					
					Reason for leaving

4	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					
					Reason for leaving

5	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					
					Reason for leaving

6	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending or Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					
					Reason for leaving

May we contact the above Employers for reference checking purposes? Yes No

Please identify, by number, any Employer you do not wish us to contact. _____

REFERENCES: *Please list the names, email addresses and phone numbers of two personal references, excluding relatives.*

GENERAL INFORMATION:

Part of our employment process will involve a background investigation. The background investigation will include a criminal investigation and may include the procurement of your fingerprints. (In the event fingerprints are procured, they will be processed by the Federal Bureau of Investigation.) This process is designed to notify the Company of any criminal record you may have.

It is critical that the questions listed below be completed fully and accurately. Please note that a conviction or pretrial diversion or similar program does not automatically disqualify you from employment. It is our preference to discuss any potential concerns prior to employment. If you are employed by the Company, and there is a discrepancy between law enforcement records and any of your responses to the questions below, you may be terminated at any time during your employment.

Have you ever been refused bonding coverage or had bonding coverage canceled? Yes No

If yes, please explain: _____

Have you ever been convicted of any criminal offense (including misdemeanor or felony or any other categories or types of offenses) or agreed to enter into a pretrial diversion or similar program, including deferred adjudication, in connection with prosecution for such an offense? Yes No

If yes, please explain: _____

CERTIFICATION AND ASSENT:

I hereby certify that the statements I have made are true, and, if I am subsequently employed by the Company, that I may be subject to discharge if they are found to be false. I have provided the information above voluntarily and without coercion. I also understand that employment and continued employment is conditional upon the Company securing and retaining an acceptable fidelity bond on me.

I understand that the Company is required to make an inquiry regarding criminal records which may include procuring my fingerprints, at the Company's expense, and I agree to have my fingerprints submitted to the Federal Bureau of Investigation and other law enforcement officials and agencies nationwide for a criminal records investigation. The Company reserves the right to perform a criminal background investigation, which may include the submission or resubmission of fingerprints, on current employees, at any time. Employment and continued employment is contingent upon a satisfactory investigation.

I release the Company, its predecessors, successors, subsidiaries, past and present officers, directors, agents, servants, employees, and assigns from any and all claims relating to the criminal background investigation and/or my submission to being fingerprinted and relating to any consequences from the fingerprinting program.

Signature of Applicant

Date

This Organization Participates in E-Verify



This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

IMPORTANT: If the Government cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact DHS and/or the SSA before taking adverse action against you, including terminating your employment.

Employers may not use E-Verify to pre-screen job applicants and may not limit or influence the choice of documents you present for use on the Form I-9.

To determine whether Form I-9 documentation is valid, this employer uses E-Verify's photo matching tool to match the photograph appearing on some permanent resident cards, employment authorization cards, and U.S. passports with the official U.S. government photograph. E-Verify also checks data from driver's licenses and identification cards issued by some states.

If you believe that your employer has violated its responsibilities under this program or has discriminated against you during the employment eligibility verification process based upon your national origin or citizenship status, please call the Office of Special Counsel at 800-255-7688, 800-237-2515 (TDD) or at www.justice.gov/crt/osc.

E-Verify Works for Everyone

For more information on E-Verify, please contact DHS:

888-897-7781

www.dhs.gov/E-Verify

NOTICE:

Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.



E-VERIFY IS A SERVICE OF DHS AND SSA

The E-Verify logo and mark are registered trademarks of Department of Homeland Security. Commercial sale of this poster is strictly prohibited.