

MIRAMONT



Concierge/Receptionist

JOB SUMMARY

This position is responsible for excellent relationships with members and guests as the front desk is the center of all Club happenings. Promotion and booking of guest rooms along with assisting the Lead Concierge, Clubhouse Manager and other Club Managers are key components of this position. The Concierge must have a working knowledge of all Club operations and go above and beyond to exceed members' and guests' expectations.

ESSENTIAL JOB FUNCTIONS

- Greets all members and guests as they enter and exit the club.
- Fulfills members' requests (for example, places phone calls and holds letters or packages).
- Resolves member and guest problems quickly, efficiently and courteously.
- Monitor incoming and outgoing traffic in the Club and report suspicious activity to management.
- Knowledge of the Club's telephone and voicemail systems.
- Answers direct incoming telephone calls and convey messages as needed.
- Provides concierge-type services to guests.
- Accept dining room reservations.
- Handles hotel and room reservations, cancellations and no-shows.
- Ensure guest rooms are ready for incoming guests.
- Communicates/verifies with Housekeeping accurate room status of check-ins/check-outs.



ESSENTIAL JOB FUNCTIONS *continued*

- Signing in and out of Club keys in the proper log book.
- Provide wake-up calls to overnight guests as needed.
- Ensures that all guest room charges are billed correctly and complete an accurate night audit.
- Expedites member and guest check-ins and departures.
- Maintains effective relationships and communication with all other departments.
- Informs Housekeeping and Engineering departments as problems arise.
- Performs general office work such as word processing, filing and operating copy and fax machines.
- Greets job applicants filling out applications and supply them with proper forms to fill out.
- Perform member-family relations responsibilities (for example, checking obituaries and preparing and sending thank-you letters, get-well cards, flowers and birthday greeting cards).
- Attends meetings as assigned.
- Assist with miscellaneous projects from other departments within the Club (for example, statements, newsletters, marketing pieces, meeting materials, menus, etc.).
- Registering of lost and found items.
- Stamp, sort, and distribute mail.
- Assist with magazine and newspaper receipt and distribution.
- Performs other appropriate tasks assigned by the Lead Concierge, Clubhouse Manager and/or Management.

JOB QUALIFICATIONS

- Good attitude and highly motivated self-starter.
- High School diploma or equivalent.
- College Education preferred.
- Hotel, private club, concierge or receptionist experience preferred.
- Proficiency in Microsoft Office (PowerPoint, Excel, Word, Outlook).
- Extremely strong communication skills using spoken and written words in a professional manner to members, guests and staff.
- Proficient with English grammar and possesses skills in news-style writing, feature writing, copywriting, proofreading and editing.
- Must be able to handle stress in a healthy and professional manner.
- Must be able to complete tasks in an accurate and timely manner.
- Has the ability to learn new technologies as necessary.
- Knowledge of and ability to perform required role during emergency situations.
- Ability to keep information confidential and operate with honesty and integrity.



MIRAMONT

PHYSICAL REQUIREMENTS

- Must be able to stand; walk; bend; and use hands to finger, handle or feel.
- Must be able to reach with hands and arms; talk and hear.
- Must be able to occasionally lift and/or move up to 30 pounds.
- Must be able to sit for prolonged periods of time.
- Must be able to moderate noise levels in the work environment.
- Must be able to handle hot and cold interior and outdoor conditions.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to stoop or kneel to access files.
- Must be able to see the computer screen, paperwork, etc.

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.

Email your completed application to mcglothlin@miramont.cc



Mission and Vision Statements

VISION STATEMENT: We create a home-away-from-home by maintaining a culture of integrity, excellence, gratitude and respect.

MISSION STATEMENT: We are committed to being an extraordinary, family-focused Club that consistently provides genuine hospitality, memorable events and superior facilities.

Core Values

These values apply to Members, guests and team, preserving Miramont's culture of integrity, excellence, gratitude and mutual respect:

- **Family-focused:** We treat each other, Members and guests as family.
- **Affirmative environment:** We strive to make the answer "YES."
- **Welcoming:** We communicate first, displaying authentic hospitality.
- **Commitment to growth:** We continually evolve ourselves and our Club.
- **Professionalism:** We are professional in everything we do.
- **Ownership:** We take ownership of our actions.
- **Safety:** We are committed to safety.



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): _____

MISSION, VISION AND CORE VALUES: *Use the space below to describe in your own words what you think about Miramont's Mission, Vision and Core Values and how you plan to contribute to the company's Mission. 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	Supervisor
	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	Supervisor
	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	Supervisor
	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	Supervisor
	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	Supervisor
	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	Supervisor
	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