



## Spring Harvest Holidays Job Responsibilities 2012

<b>Job Title</b>	<b>Seasonal courier (reception)</b>
<b>Team</b>	<b>Reception</b>
<b>Responsible To</b>	<b>Assistant Park Manager</b>

### Main Responsibilities:

- Working under the coordination of the assistant park manager, to receive guests on first arrival and ensure they are made to feel welcome. To brief them with arrival information and arrange for them to be taken to their accommodation.
- Working with other reception and office staff to answer guest questions, provide directions and information, take bookings for activities and excursions
- To record and ensure prompt resolution of problems with accommodation or any other aspect of guest experience
- To attend and participate in daily programme team meetings, including playing an active part in prayer meetings.

### Other responsibilities may include:

- Organising guest activities including walks, cycle rides and trips off-site
- Assisting with the organisation of sports activities, including boules tournaments and similar events
- Assisting with the evening celebration, including stewarding and preparation of the venue, musical and dramatic support, clearing and tidying of the venue
- Participation in the evening entertainments programme
- Assistance in other aspects of the running of the site including bar and restaurant work
- Cleaning of accommodation, assistance at worship and other events.
- Other duties as required by the Senior Management Team.

A staff handbook will be provided to you, prior to the start of your work in France. Please read this carefully as it specifies a number of important policies to which all employees need to adhere, including health and safety guidance.