



## **Guest Services**

### **Year Long Apprenticeship**

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**Purpose:** To obtain the broad picture of the tasks required to operate a conference center. The Guest Services is a year long position that will focus on hospitality roles: Front desk functions, client communications, kitchen and dining operations, and housekeeping. COEC will train you in the necessary skills with the intention that you will gain competency to operate a lodge, hotel, or conference center after your year apprenticeship. COEC is located in Florissant, Colorado.

**Reports to:** Conference Center Director

You will learn and perform tasks related to housekeeping, front desk operations, and kitchen. Examples of tasks are listed below.

#### Housekeeping:

- Stripping and Stocking
- Conference room care and cleaning
- Other Tasks Attributed to the Housekeeper
  - Handling Additional Objects Requested by the Guest
  - Lost and Found Procedures
  - Special Situations and Possible Incidents
  - Communication and Cordiality
- Productivity and efficiency
  - Time Management
  - Service Cart (wagon) Preparation and Use
  - Organization, planning and flexibility

#### Front Desk:

- Communication Skills:
  - Answer client phone calls, take messages
  - Greet guests, orient them to the space, and give out keys
  - Communication and Cordiality
- Purchasing:
  - Manage small sundry store purchase using both cash system and credit card
  - Learn to use and implement online reservation system
- Client care set up:
  - Assist in Set-up of the conference room configurations per client's programming needs.
  - Refill and Restock conference room coffee bars and other supplies
  - Note and communicate facility improvement needs with the maintenance team

#### Kitchen:

- Prep and cook meals for clients
  - Proper food handling techniques and methods
  - Awareness of client dietary restrictions
    - Preparation of food specific to those needs
  - Company related safety practices
- Assist in maintaining a clean kitchen
  - Proper chemical usage for various applications
  - Testing and maintaining the dishwasher
  - Ensuring sparkling dishware is clean
  - Maintaining a tidy dining area
  - Clean disinfect and store all equipment at the end of the shift
- Work in a team environment
  - Fostering a climate of cooperation and respect between coworkers
  - Notify superiors on any damages, deficits and disturbances
- Appropriately managing client interactions
  - Dealing with reasonable complaint/requests with professionalism and patience

Other:

- The option to learn specialized areas according to the individual's interest
  - Program (leadership and team development) Facilitation
  - Program Design
  - Marketing Specialization
  - Facilities Management
  - Operations Management
  - Client Leads and Sales
  - Various other skill development opportunities as assigned

**Qualifications for candidate:**

- Proven willingness to learn—we will train all areas.
- Flexible Schedule including some weekends
- Ability to spend all day on your feet
- Ability to lift 50lbs
- Ability to maneuver over uneven terrain
- Able to commit to a full year on site in Florissant, CO
- Preference will be given to candidates familiar with COEC's organization
- As an education center who works with kids, COEC runs state and federal background checks on all applicants. Applicants must have a clear record.

**Compensation:**

<b>Period of Apprenticeship</b>	<b>Requirement for advancement</b>	<b>Wage</b>
<b>Starting Wage</b>		\$14.81
<b>Interim Wage</b>	500 hours and completion of successful first <a href="#">performance evaluation</a>	\$15.40
<b>Completion Wage</b>	Full demonstration of all competencies	\$16.50

- Great work environment
- Meals during shift when clients are on site
- All full time and part time employees receive paid sick leave. 1 hour for every 30 hours worked.
- Optional Onsite housing.
- Easy access to multiple outdoor activities
- Outdoor Pro Deals

Contact: [Martie@thenatureplace.net](mailto:Martie@thenatureplace.net) with questions.

Please submit resume and cover letter to the above email address

Accepting applications until February 20, 2025. Flexible start date.