

Hospitality Director:

Reports to: Program Director

Supervises: Guest Group Hosts, Guest Service Staff

The Hospitality Director will oversee the Guest Services Staff. Responsible for overseeing the guest experience and overall customer satisfaction at Miracle Ranch. Oversees the cleanliness of all facilities (including meeting spaces, bathrooms, and cabins), and the interaction between Hosts and Guest Groups.

Hospitality Director Responsibilities:

GUEST SERVICE

- Hosting guest groups
- Maintaining the standard of excellence around camp in guest service
- Planning, assigning, and managing housekeeping Flip Days
- Communicate the needs and schedule of the week with other departments at camp to assure all guest needs are met
- Acts as the bridge and primary communicator between the program team, maintenance team, the kitchen, and the store.
- Select, lead, and train guest group hosts

GUEST GROUP COMMUNICATION

- Coordinating details of upcoming retreats with group leaders prior to their arrival via phone or email
- Professionally communicating any changes or updates to accommodations to guest group leaders
- Communicating guest needs, requests, and feedback to the summer staff who is hosting the group.

HOUSEKEEPING

- Lead the weekly housekeeping teams, assigning who is on each team, what needs to be cleaned, and by when
- Assure all housekeeping is up to the standard of cleanliness and hygiene

Generic Camp Lead Duties

- Lead one morning devotional each week on the predetermined day
- Lead and mentor the Summer Staff spiritually while leading self in conduct that reflects CRISTA's Statement of Faith
- Attend all mandatory Staff Fun events
 - Encourage staff to participate
- Attend Leads Meetings
- Jump into activities, housekeeping, hosting, guest service, and counseling where need be
- Stay present until the end of the day and maintain an "all in" attitude
- Coordinate and communicate weekend needs

- Host (or co-host) weekend groups
- Participate with meal hosting
- Leading housekeeping flip teams on Friday and Sunday