



DENALI NATIONAL PARK • ALASKA

2021 McKinley Creekside Cabins and Café Job Descriptions

FRONT DESK:

Front Desk Agents are the face of Creekside and provide a first and lasting impression for our guests. Candidates must be enthusiastic, engaging, have a heart for hospitality and enjoy sales. Our motto, “where the guests become friends” starts with the front desk and is dependent on your positive attitude, knowledge of Denali area and excellent hospitality.

Compensation: \$15-17/hr + Contract Bonus up to \$1/hr Added bonus! As a tour salesperson you are eligible for complimentary and discounted tours

Basic Requirements:

- A passion for hospitality (a step above customer service; hospitality comes from the heart and means we treat our guests like we are welcoming them to our home and make lasting connections so they leave with the experience of a lifetime!)
- A background in sales
- Strong Interpersonal Skills
- Must be passionate and willing to quickly become a “Denali Expert” for our guests
- Must possess good organizational skills and be detail oriented
- Ability to balance multiple duties and prioritize tasks

Responsibilities:

- Welcoming and checking in guests
- Provide information about the Denali Area
- Enhance guest experience by recommending and selling tours
- Communicate effectively with all departments
- Address and resolve guest feedback and communicate to supervisor
- Accommodate special requests and communicate to appropriate departments
- Willingness to work as a team and assist other departments when required
- You will be trained in all aspects of housekeeping and will be required to work 2 shifts a month.
- Checking out guests and invoicing them for stay and services
- Handle cash and credit payments and produce balanced daily paperwork



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HOUSEKEEPERS:

Our housekeeping team is a crucial part of the Creekside Crew! You are responsible for keeping our rooms and property up to the standards that have made us a destination property. Our housekeepers work hard during the day and have every night off to enjoy and explore the beautiful Denali area.

Compensation: \$10-14/hr + Housekeeping Tip Pool and end of season bonus of up to \$1/hr.

Basic Requirements:

- Ability to work as a team and/or independently and maintain a high level of performance
- Maintain positive attitude in fast paced work environment
- Excellent prioritization and time management skills
- Possess physical stamina to be on feet, bend, squat, stretch and lift a minimum of 25 lbs.

Responsibilities:

- Perform a variety of cleaning activities throughout the property
- Ensure all rooms are cared for and cleaned to standards set by supervisor
- Notify supervisors of damages to rooms and inventory deficiencies
- Maintain professional appearance and interact positively with hotel guests
- Address reasonable complaints and requests with professionalism and patience