



290 Macon Avenue Asheville, NC 28804  
(828) 252-2711 ext. 2082



# Employment Opportunities

June 10, 2010

Thank you for your interest in employment.

Our Human Resources and Management Team will review your application.

Due to the large number of applicants, only the most qualified are selected for an interview.

Please note that the selection process may take up to two weeks.

All applications are considered active for three months.

We consider all applicants that meet the minimum qualifications for the position.

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The duties listed below are intended to describe the general nature and level of work for each position. They are not intended to be an exhaustive list of responsibilities, duties and skills required of employees.

Applications may be submitted online at [www.groveparkinn.com/Leisure/Careers/](http://www.groveparkinn.com/Leisure/Careers/)  
Office hours are 9:00 a.m. to 6:00 p.m., Monday-Friday, 8:00am to 4:00pm Saturday.

## SPA

### SPA

**BOUTIQUE CONSULTANT: Full-Time, Year Round.** Desired Candidate must be service oriented, personable, articulate and well groomed. Should be able to understand the resort's objectives and have the potential to achieve employee and departmental goals. Makeup/skincare training and/or experience is preferable. Must be at least 18 years old. This is a uniformed position and is Full-time - 5 days/30-35 hours per week - with an excellent benefits package. Schedule varies, but hours for this position are 7:30am-3:00pm or 9:30am-6:00pm, or 2:00pm-9:30pm. Weekend and holiday work required. Consultants receive an hourly wage based on education and experience plus commission on product sales. The spa is a completely smoke free environment. |

**EMPLOYEE RELATIONS SUPERVISOR: Full-time, Year round.** Responsible for the recruitment, screening, referral and retention of all spa staffing positions. Develops and monitors recruitment strategies. Serve as the Human Resources liaison for The Spa. Duties include: preparation of bi-weekly payroll, storage and upkeep of Spa employee records, recruiting potential applicants, preliminary interviewing, and training Spa employees; communicating a variety of information to Spa staff, updating and implementing the Hazard Communication program for the Spa, enforcing the Spa attendance policy, enforcing safety within the Spa, assisting with the preparation of Spa employee reviews, conveying the Spa's policies and procedures through the Spa's new employee introductory class: Spa 101, and performing additional administrative and supervisory duties as needed; and performing additional administrative duties as needed. |

**EXECUTIVE ASSISTANT: Full-Time, Year Round.** Responsible for providing administrative support to Spa Director. Must possess excellent oral and written communication skills. Must be proficient in computer usage including MS Word and Excel. Candidate must be detail oriented, highly organized, and maintain a professional demeanor. High school diploma or equivalent is required. Candidate must have 3-5 years administrative clerical experience. Days and hours will vary. Salary depends on experience. The Spa is a completely smoke-free environment. |

**FACILITY ATTENDANT: Full-Time, Year Round.** Maintain and clean public and guest areas within the Spa, offering exceptional guest service. Areas of responsibility include bathrooms, hallways, locker rooms, treatment rooms, lounges, and retail area. Attendant is accountable for laundry and sanitizing bathrooms and guest areas. Duties may also include deep cleaning projects within the Spa. Must able to push/pull up to 50lbs. Holiday and weekend work required. Days off vary. \$8.00/hr plus service charge. The Spa is a completely smoke-free environment. |

**MASSAGE THERAPIST: Part-Time and Full-Time, Year Round.** Must bring current North Carolina massage therapy license, North Carolina privilege license, national certification and liability insurance to interview. Within one year of hire, all employees must have post-graduate certifications in deep tissue (40 hrs.), hot stone massage (24 hrs.), reflexology (24 hrs.), Shiatsu (40 hrs.) and Reiki (8 hrs.) All continuing education must be provided by a category A provider certified through the national certification board. These classes are not reimbursed by GPI. Copies of all licenses, certifications, CEUs, liability insurance and official school transcripts must

be provided. Candidates with three or more years of spa, resort or medical experience as a licensed massage therapist will be considered first. Duties include providing high quality customer service, pre-setting and re-setting treatment rooms, performing consultation and post treatment prescription/recommendations for each guest. Desired candidate must be service oriented, personable, articulate and well groomed. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Part-time is also available. Schedule varies; shifts are 7:30am-3:00pm, 7:30am-4:30pm, 9:30am-6:00pm, 12-8:30pm, 2pm-9pm. Weekend and holiday work required. The pay range is \$10-\$16 per hour based on experience, plus 15 % of automatic gratuity and 5 % commission on product sales. The Spa is a completely smoke-free environment. 6

**NAIL TECHNICIAN: Full-Time, Year Round.** Position is responsible for providing guests with high quality spa manicures and pedicures. In addition to creating a beautifully filed and polished nail, responsibilities include pre-setting and re-setting treatment rooms, reviewing and evaluating consultation forms, attend to the guest's needs, and creating product recommendations for each guest. Desired candidate must be service oriented, personable, articulate, detailed oriented, dependable and well groomed. Prior experience necessary. Extensive training is provided to ensure a high degree of quality and to maintain consistency in treatments. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Must bring a current North Carolina manicurist or cosmetology license to interview. Full-time is 5 days/30-35 hours per week with an excellent benefits package. Shifts are 7:30am 4pm and 12:30pm-9pm. Weekend and holiday work is required. Uniform is provided. Nail Technicians receive an hourly wage based on education and experience, plus 15% automatic gratuity on treatments plus 5% commission on product sales. Must be at least 18 years old. The Spa is a completely smoke-free environment. 4

**SPA CONCIERGE COORDINATOR: Full-Time, Year Round.** The Spa Concierge Coordinator is responsible for orientating guest to The Spa facilities, preparing and closing of The Spa guest areas. Maintaining spa cleanliness and performing prep work behind the scenes to assist in providing The World Class Standard. The Spa Concierge Coordinator is responsible for providing extraordinary personal guest service. The Spa Concierge Coordinator is responsible for the coordination of the Concierge team, training and mentoring of the Concierge team and facility quality assurance programs. \$9.00 per hour plus service charge. The Spa is a completely smoke-free environment. 1

**SPA FEMALE CONCIERGE: Full-Time, Year Round.** Responsible for greeting each Spa guest upon arrival and presenting the guest's agenda. Will see to individual needs of guests during their Spa visit. Responsible for pre-setting, re-setting and light housekeeping duties. Will also assist the therapist with treatment preparation and breakdown. Desired candidate must be personable, articulate, well groomed and organized. Should be highly service oriented, possess excellent people skills and be knowledgeable in all Spa packages and services. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Must be at least 18 years old. Full-time is 5 days/30-35 hours per week with an excellent benefits package. Part-time is also available. Schedule varies; shifts are: 7:00am-3:00pm, 9:30am-5:30pm, or 2:00pm-9:30pm. Weekend and holiday work required. \$8.50 per hour plus percentage of automatic service charge. The Spa is a completely smoke-free environment. 1

**SPA MALE CONCIERGE: Full-Time, Year Round.** Responsible for greeting each Spa guest upon arrival and presenting the guest's agenda. Will see to individual needs of guests during their Spa visit. Responsible for pre-setting, re-setting and light housekeeping duties. Will also assist the therapist with treatment preparation and breakdown. Desired candidate must be personable, articulate, well groomed and organized. Should be highly service oriented, possess excellent people skills and be knowledgeable in all Spa packages and services. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Must be at least 18 years old. Full-time is 5 days/30-35 hours per week with an excellent benefits package. Part-time is also available. Schedule varies; shifts are: 7:00am-3:00pm, 9:30am-5:30pm, or 2:00pm-9:30pm. Weekend and holiday work required. \$8.50 per hour plus percentage of automatic service charge. The Spa is a completely smoke-free environment. 1

**SPA PROGRAMMER: Full-Time, Year Round.** Responsible for greeting each Spa guest upon arrival, performing check-in duties and notifying concierge or therapist of their arrival. Will give information either in person or over the phone regarding Spa procedures, facilities, timetables, policies and special functions. Must have knowledge of all Spa menu items, individual packages, group packages and special promotions. Also, must have knowledge of product ingredients, benefits and application. Responsible for scheduling either in person or over the phone for individuals, Spa packages, groups and special promotions. Will process all charges, sell merchandise in retail area and assist guests as need requires. Desired candidate must be service oriented, personable, articulate, well groomed and have the ability to get along with others. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Should be highly service oriented, possess exemplary phone skills and be well organized; a background in Spa is a plus. Computer experience a must. Must be at least 18 years old. Full-time is 5 days/30-35 hours per week with an excellent benefits package. Part-time is also available. Schedule varies; shifts are 7:30am-3:00pm, 9:30am-5:30pm or 2:00pm-9:00pm, 5 days/40 hours per week. Weekend and holiday work required. Hourly wage will depend on experience. The Spa is a completely smoke-free environment. 1

**SPA SHIFT SUPERVISOR: Full-Time, Year Round.** Primarily responsible for the daily operation of Spa and guest satisfaction. Responsible for ensuring adequate staffing of all areas of the Spa as well as adherence to all departmental policies and procedures. Responsibilities include quality control in all aspects of the Spa, and assistance with training and disciplining of staff members. Will assist staff members with any questions, problems and/or concerns as they arise. Candidate must have excellent communication skills and supervisory experience, preferably in Spa operation. Schedule varies; shifts are 6:15am-3:00pm, 9:00am-6:00pm, and

1:00pm-10:00pm. Weekend and holiday work required. Full-time, Salary depends on experience. The Spa is a completely smoke-free environment. 1

### SPA CAFÉ

**SPA CAFÉ ATTENDANT: Full-Time, Year Round.** Must be a self-motivated individual, able to take food and beverage orders and input them into electronic accounting equipment, and able to work well in a group or independently. Will be required to perform the following duties at various times: Dining Room server, Kitchen/Food prep-worker, Cashier and Dishwasher. Food service experience is preferred. \$5.00 per hour plus percentage of service charge. Full Time. Days and hours will vary. Weekend and holiday work is required. 1

**SPA CAFÉ SERVER/ BARTENDER: Full-Time, Year Round.** Must be a self-motivated individual, able to take food and beverage orders and input them into electronic accounting equipment, and able to work well in a group or independently. Will be required to perform the following duties at various times: Dining Room server, Kitchen/Food prep-worker, Cashier and Dishwasher. Food service experience is preferred. A workable knowledge of coffee, coffee drinks, and basic mixology required. Must be 21 years or older. Hourly rate plus percentage of service charge. Full Time. Days and hours will vary. Weekend and holiday work is required. 3

## FOOD & BEVERAGE DIVISON

### BANQUETS

**COFFEE SERVICE SERVER: Part-Time, Year Round.** Offers quality Food & Beverage service to guests in a friendly and professional manner according to established quality service standards of the hotel. Responsibilities include set-up, serving and breakdown/cleanup of banquet functions. Strong customer service skills, good personal presence and the ability to carry a 35lb tray are required. Must be 18 years old and able to work in cooperation with supervisors and co-workers. Part-time. Days and hours vary, weekend and holiday work required. 1

**CONVENTION SET-UP HOUSEPERSON: Full-time, Year round.** Responsible for setting up table and chair arrangements and distributing convention materials for groups in the hotel. The meeting rooms are set up in accordance with specifications from the Convention Coordinators complete with water pitchers and glasses, pads of paper, pencils, and special items (such as banners) when requested. Must be able to lift 50 pounds. Must be at least 18 years old. Full-time. Days and hours will vary. Weekend and holiday work is required. \$8.50 per hour. 6

**LINE COOK: Full-Time, Year Round.** Responsible for organizing work station, prepping, and cooking appropriate meats, vegetables, starches, sauces, and garnish to coordinate with menu specifications. Responsible for properly storing and rotating fresh products daily and cleaning and organizing reach-in and walk-in freezers in an effort to maintain sanitation guidelines. Must have the ability to prepare specified dishes in a timely manner for banquets and buffets according to recipes. General knowledge of baking and pastry preferred but not required. Coordination and endurance required. Two years related experience and/or training required. Hourly wage depends on experience. Schedule varies due to business demands. 2

**BANQUET SERVER: Part-Time, Year Round.** Offers quality Food & Beverage service to guests in a friendly and professional manner according to established quality service standards of the hotel. Responsibilities include set-up, serving and breakdown/cleanup of banquet functions. Strong customer service skills, good personal presence and the ability to carry a 35lb tray are required. Must be 18 years old and able to work in cooperation with supervisors and co-workers. Part-time. Days and hours vary, weekend and holiday work required. 2

**STEWARD: Full-Time, Year Round.** Works banquet functions, supplies equipment and delivers food ensuring timely completion of functions. Responsible for setting up, replenishing, and breaking down buffet lines, clearing and cleaning service halls, assisting with dish-ups and other stewarding duties. Must be able to read function sheets and carry out instructions from supervisor. Full-time. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 1

### BLUE RIDGE DINING ROOM

**DINING ROOM ATTENDANT: Full-Time, Year Round.** Assists servers and management in a fast-paced, fine dining environment. Desired candidate must be personable, articulate, well groomed and organized. Primary responsibilities include dining room and table setup, table maintenance, stocking and organization of indoor and outdoor dining areas. Additional responsibilities may include other aspects of restaurant operation, especially those concerning the meeting of our guests' high expectations. Some restaurant experience is preferred, but not necessary. Candidates should possess excellent interpersonal skills and a desire to contribute as part of successful team. Must be at least 18 years old. Excellent benefits package. Full-time. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 1

**DINING ROOM AND IN ROOM DINING MANAGER: Full-Time, Year Round.** Responsible for planning, selecting, developing, standardizing, and implementing operational service standards required for first class restaurant service. Must have the ability to create an environment in which a restaurant employee can exceed guests' needs and expectations and ensure that each guest's dining experience is a memorable one. Also responsible for hiring, training, evaluating performance, disciplining, and motivating all restaurant associates. Responsible for managing departmental payroll in accordance to budgetary guidelines. Associate degree in Hotel and Restaurant Management or Business Administration and at least 3 years experience in a Hotel Food and Beverage Dining Operation required. Days and hours vary, weekend and holiday work required. Salary depends upon experience. 1

**HOST/HOSTESS: Full-Time, Year Round.** Responsible for greeting and seating guests in a pleasant and professional manner, alerting our guests to our dining options, and touring them through our buffets, referring to them by name as able. Responsible for maintaining neatness of host/hostess stand as well as control and cleanliness of menus and other supplies. Responsible for answering the phone in a warm, courteous and professional manner, assigning seats for guests, and assisting guests with any other needs, directions, or questions. Assists in any other related duties as needed. Good communication skills required. Desired candidate must be personable, articulate, well groomed and organized. Should be highly service oriented, possess excellent people skills and be knowledgeable of proper service standards. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Must be at least 16 years old. Schedule varies. Excellent benefits package. Full-time. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 1

**LINE COOK: Full-Time, Year Round.** Prepares a la carte dinners in an efficient, timely, and attractive manner. Must possess ability to follow instructions and interact well with co-workers, and put out highest quality food in a top quality restaurant. Position requires excellent knowledge of international cuisine as well as American, involves cooking over hot equipment and repetitive motions. Also, may require lifting up to 45 pounds, bending, and walking. Two years or more of similar work experience is preferred. Full-time. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 2

#### CABANA

**CABANA COOK: Full-Time and Part-Time, Seasonal.** Responsible for the ordering, handling, storage and preparation of hot and cold food items for the cabana. Prepares hot items, cold salads, slices cold meats and cheeses, maintains proper holding temperatures for foods and follows proper sanitation procedures. Full-time. Days vary. Weekend and holiday work is required. Expected schedule is 9:00 a.m.-6:00 p.m. \$9.25 per hour DOE. 2

#### HORIZONS

**DINING ROOM ATTENDANT: Full-Time, Year Round.** Assists service team in fast-paced, fine dining restaurant. Responsible for helping with setup and organization, steps of service and cleanup. Must be able to lift trays loaded with food, plates and glassware. Assists in any other related duties as needed. Experience in restaurant atmosphere is preferred, but not necessary. Evening, weekend, and holiday work is required. Hourly wage depends on experience. 1

#### SUNSET TERRACE

**BARTENDER/CASHIER: Full-Time, Year Round.** Provides prompt, efficient, and friendly service of beverage products to dining room staff for service to guests, always ensuring guest satisfaction, while adhering to the standards and regulations set forth by the N.C. A.L.E. Responsible for controlling liquor costs, maintaining inventories and pars as established by management. Conforms to all policies and procedures established regarding cash handling and guest check collection, including the use of InfoGenesis Point of Sale system. Responsible for balancing monies and completing cashier balance sheets. Complies with all rules involved in obtaining and utilizing House Banks. Required to maintain cleanliness and orderliness of Bar and Lounge area as established by the Buncombe County Board of Health. Must possess professional appearance and stature at all times. Must be 21 year of age or older. Hours vary. Weekend and Holiday work required. Hourly wage depends on experience. 2

**DINING ROOM ATTENDANT: Full-Time, Year Round.** Assists service team in fast-paced, fine dining restaurant. Responsible for helping with setup and organization, steps of service and cleanup. Must be able to lift trays loaded with food, plates and glassware. Assists in any other related duties as needed. Experience in restaurant atmosphere is preferred, but not necessary. Full-Time. Evening, weekend, and holiday work is required. Hourly wage depends on experience. 1

**LINE COOK: Full-Time, Year Round.** Prepares food for fast-paced, fine dining restaurant. Menus change daily and feature steaks and fresh seafood from around the world, fresh local produce and both modern and classical techniques. Line cooks are responsible for production in a high volume atmosphere while maintaining standards for quality, sanitation and consistency. Duties range from prep work and checking in orders to engineering and developing dishes for our daily menu. Ideal candidate will take pride in his work, have the ability to work under pressure, and be able to work as part of a team. Culinary degree and/or strong knowledge of modern and classical cuisine preferred. Involves cooking over hot equipment and repetitive motions. Also, may require lifting up to 45 pounds. Two years or more of similar work experience is required. Full-time. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 1

**SERVER: Full-Time, Year Round.** Minimum 3 years experience in fine dining required. Sunset Terrace servers are industry professionals with excellent food and wine knowledge. Qualified individuals will have a strong work ethic, working knowledge of fine dining steps of service, and the ability to provide our guests with an outstanding dining experience. Responsibilities include setup, organization and cleanup of service areas. Responsible for staying current with daily menu items and changing wine lists. Must be able to work as part of a motivated, high energy team that takes pride in their work. Lifting of trays loaded with food, plates and glassware required. Must be at least 21 years old. Schedule varies. Excellent benefits package. Full-time. Weekend and holiday work required. \$3.25 per hour. 2

**STEWARD: Full-Time, Year Round.** Responsible for the proper cleaning and sanitizing of china, glassware, flatware, silver, pots, pans, and utensils. Responsible for the proper storage and segregation of all ware washing equipment, and removing trash from all kitchen areas. Must perform any other duties within the same scope of stewarding responsibilities. Must be able to operate industrial automatic dishwashing machine and recognize the proper chemicals and learn to use them correctly. Desired candidate must be personable, articulate, well groomed and organized. Should be highly service oriented, possess excellent people skills and be knowledgeable of proper sanitation standards. Should be able to understand the Resort's objectives and have the potential to achieve employee and departmental goals. Must be at least 18 years old. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 1

**SUNSET TERRACE SUPERVISOR: Full-Time, Year Round.** Responsible for all aspects of operation and management of fast-paced, fine dining restaurant. Helps direct, schedule and organize staff of 65 to provide a Legendary guest experience. Works to ensure that our guests' high expectations are met and exceeded. Maintains wine list of up to 450 selections and provides ongoing training for FOH staff. A successful candidate will demonstrate a strong work ethic, desire to learn, and the ability to perform under pressure. The management professionals of The Sunset Terrace work in a high volume, high check average environment, taking ownership of their independent restaurant and maintaining the high standards of The Grove Park Inn. Excellent working environment with incredible view, full benefits and competitive compensation. Full-Time. Salary based on experience. 1

## **ROOMS DIVISION**

### **FRONT DESK**

**FRONT DESK AGENT: Full-Time, Year Round.** Responsible for check-ins/outs, generating reports, and accurately following all procedures and policies detailed in the Front Desk Manual. Also responsible for booking social, group and walk-in guest reservations as needed. Must possess an enthusiastic attitude and clean, well polished appearance. The ability to remain calm, clear and always professional in a fast paced work environment is paramount. The position requires cash handling skills and previous experience effectively dealing with guest and employee concerns in a friendly manner. Must have previous experience using a moderately complex computer system. Hourly wage depends on experience. 1

**FRONT DESK SUPERVISOR: Full-Time, Year Round.** Responsible for overall operation of the front desk including credit reports. Must possess a professional attitude and appearance and the ability to remain calm and clear in a fast-paced working atmosphere. Requires good organizational skills. Must have previous hotel experience in front desk and/or reservations. Full-time. Various hours; weekend and holiday work required; mostly evening shifts 3pm-11pm. Salary depends on experience. Management privileges included. 1

### **GUEST SERVICES**

**RESORT GREETER: Full-Time, Year Round.** Welcomes guests upon arrival. Must have an outgoing personality and successful experience in dealing with the public as well as a good working knowledge of The Grove Park Inn Resort & Spa property and the Asheville area. Must have a valid and unencumbered (without restrictions) NC driver's license throughout length of employment. Must be physically able to lift up to 50 pounds, pull, push, bend, and stoop to meet all duties of the job. Must be self-motivated and work well in a team environment. Needs to be able to work outside in all weather conditions. Full-time. Days and hours will vary. Weekend and holiday work is required. \$8.50 per hour. 1

**VALET ATTENDANT: Full-Time, Year Round.** Responsible for delivering and retrieving guest vehicles with primary concern being safety and full responsibility of the guest vehicle. Must strive to exceed guest expectations at all times by providing exceptional, proactive service. Must be an excellent communicator and work well as a team player. Must be able to handle busy situations with ease. Must have valid and unencumbered (without restrictions) NC driver's license throughout length of employment, with no more than 3 moving violations or any DWI/DUI convictions within the past three years. Must be at least 18. Days and hours will vary. Weekend and holiday work is required. Full-time. \$7.25 per hour plus tips. 1

## HOUSEKEEPING

**DEEP CLEAN ATTENDANT: Full-Time, Year Round.** Must possess an above average eye for cleanliness and detail. Must be able to work unsupervised for short periods of time. Must be hard working, adaptable, and take pride in work. Must be able to properly deep clean a minimum of 4-6 rooms in an 8- hour shift, using Housekeeping task list and meeting all GPI cleaning standards. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move up to 75 pounds. Mattresses must be flipped, bed frames moved and large furniture moved in order to clean thoroughly. Must work well with others, and provide exceptional guest service. Must be extremely detail oriented, able to follow instructions, and be capable of bending, stooping, standing, and reaching above head for prolonged periods of time. Holiday and weekend work is required. 1<sup>st</sup> shift, weekend and holiday work is required. . Full Time. \$9.00 per hour. 1

**PUBLIC AREA ATTENDANT: Full-Time, Year Round.** Responsible for cleanliness of all public rest rooms and public hallways. Dusts furniture and mops floors. Must maintain the highest standards. Must be detail oriented and quality conscious. Must be able to push, pull and lift in excess of 50 pounds. Full-time. Days and hours will vary. Weekend and holiday work is required.  
2<sup>nd</sup> Shift \$8.50 per hour. 1      3<sup>rd</sup> Shift \$9.00 per hour. 2

**ROOM ATTENDANT: Full-Time, Year Round.** Cleans a minimum of 15 rooms in 8 hours. Rooms must meet The Grove Park Inn Resort's cleaning standards. Must be detail oriented and have the ability to stand, bend, reach above head for long periods of time, work with chemicals and be quality concerned. Full-time. Days and hours will vary. Weekend and holiday work is required. Monday-Sunday, 8:00 a.m.- 4:30pm \$9.00 per hour. 3

**TURNDOWN ATTENDANT: Part-Time, Year Round.** Provide turndown services within guidelines of the Resort's standards, and provide exceptional guest service. Turndown duties include tidying rooms, turning down bed and remaking if necessary, providing chocolates and weather cards on each bed, exchanging dirty glasses, emptying trash, closing drapes, and leaving room in proper atmosphere for the guest. Must work well as a team member, be able to perform quickly, and be detail-oriented. Must be able to lift and/or move up to 25 pounds. Holiday and weekend work is required. Days off will vary. Second shift only. 5:30pm – 9:30pm. Part-time. \$8.00 per hour. 1

## LAUNDRY

**DRY CLEANING ATTENDANT: Full-Time, Year Round.** Exercises normal care for equipment and materials used, with a regard for safety. Follows established resort policies and standards, including dress code and attendance standards. Performs duties of pressing employee uniforms and resort guest items. Operates steam cabinets for particular pieces of laundry. Assist with loading of tumblers or dryers. Inspects uniforms. Performs duties on spotting board. Full-Time. Days off will vary. Weekends and holidays are required. Hours are generally 7:30am-4:00pm Must be at least 18 years old. Hourly wage depends on experience. 1

**LAUNDRY MECHANIC: Full-Time, Year Round.** Responsible for overseeing the daily laundry mechanic duties and for communication of area needs to department management. Schedules and performs preventive maintenance on all Laundry, Dry Cleaning, and Uniform Room equipment and maintains this equipment as needed to keep in continuous working condition. Acts as on site contact for any outsourced repairs/maintenance. Must continually keep current and updated information on existing equipment/processes, as well as industry changes and developments. One year certificate from college or technical school, or three to six months related experience and/or training; or equivalent combination of education and experience. Supervisory experience not required, but helpful. Must have valid NC Driver License, with no more than 3 moving violations in a 3-year period or DUI/DWI in the past 3 years. Must be at least 18 years or older. Full-time. Days off vary. Hourly wage depends on experience. 1

**LINEN AIDE: Full-Time, Year Round.** Separates and prepares linen for ironer and feed ironer. Lays out napkins, table linens, and pillowcases for feeding through ironer. Keeps baskets cleared and practices good housekeeping. Must be able to read and write as well as understand oral instructions. Must possess good physical motor coordination with manual dexterity. Must be able to move fast, bend, stoop, lift, push, and pull. Full time and Part time hours are available. Days and hours will vary. Weekend and holiday work is required. Hourly wage depends on experience. 2

**VAN DRIVER/STOCKER: Full-Time, Year Round.** Performs duties of transporting soiled and clean linens within resort property. Will be responsible for providing clean linen to all internal and external customers and will perform tasks such as sorting, cleaning, sanitizing, and storage of linens and supplies. Will have regular contact with customers and must maintain the highest level of hospitality service standards. Must exercise normal care for equipment and materials used with a regard for safety. Fills requisitions. Provides other assistance in the Laundry Department as necessary. Must have valid NC Driver License, with no more than 3 moving violations in a 3-year period or DUI/DWI in the past 3 years. Full time. Days and hours will vary. Weekend and holiday work is required. \$9.00 per hour/DOE. 1

## RESERVATIONS

**RESERVATIONS SALES AGENT: Full-Time, Year Round.** Provides legendary guest service in handling room, dining and spa reservations, golf tee times and all services of the resort. Assist guests with general Resort information and answering any related questions about the Asheville area. Must be a positive, hospitality oriented individual with a pleasant phone manner. Typing (25 WPM) and computer skills required. Full-time, weekend and holiday work required. Night shift, including some closing shifts from 4:30pm to 1:00am. Hourly wage plus incentives. 2

**RESERVATIONS SUPERVISOR: Full-Time, Year Round.** Assists Reservations Manager in providing leadership and direction for a large and diverse department. Supervises departmental operations in the absence of the Reservations Manager. Supervises the training and progress of new reservations employees. Creates the weekly departmental schedule, maintains attendance records and Signature scores and training as well as other projects and duties as assigned or needed. Ability to motivate and lead staff are essential, as well as a real understanding and commitment to the resort's Values, Vision, Goals, and Culture. Significant guest service experience is required and sales experience is preferred. Directly supervises 20 employees in the Reservations Department. Carries out supervisory responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees addressing complaints and resolving problems. Full time. Days and hours vary. Evenings, weekend, and holiday work required. Salary depends on experience. 1

## SALES DIVISION

### CONVENTION SERVICES

**CONVENTION SERVICES MANAGER: Full-time, Year Round.** Responsible for the complete follow-up and coordination of all conventions, meetings, banquets, and cocktail parties booked with the Hotel. After a group has been booked by the Sales Office, it is the responsibility of the Convention Manager to contact the client, set up meeting dates, times, and function space. This includes scheduling food functions, coffee breaks, and any other special arrangements. Must be 21 years or older. Prefer college graduate with 2-3 years experience in F&B sales or operations, or one to two years' related experience and/or training. Must have valid NC Driver's License. Days and hours vary, weekend and holiday work required. Salary depends on experience. 1

### SALES

**ADMINISTRATIVE ASSISTANT: Full-Time, Year Round.** Provides administrative support for the Sales Department. Will work closely with two Sales Managers to manage day to day office operations preparing outgoing correspondence, mailings, client assistance, answering telephones, filing, reporting and other associated tasks. Handles special projects for the Sales Department. Must be a self-motivated team player with excellent written and verbal communication skills. Desired candidate must be personable, articulate, well groomed and organized. Must demonstrate ability to work with others, multi-task, and a knowledge and understanding of different sales markets. Computer experience required; MS Word and Excel necessary. Crystal, SMS, and Delphi preferred. High school diploma required and or three to six months related experience and/or training; or equivalent combination of education and experience. Full-time. Monday-Friday, 9:00am-5:30pm. Hourly wage will depend on experience. 1

## SPORTS COMPLEX

### SPORTS COMPLEX

**DESK ATTENDANT: Part-Time, Year Round.** Must have working knowledge of the Sports Complex, indoor and outdoor pools, children's programs, and tennis facilities. Must provide exceptional guest care through positive interaction and hospitality, and be able to operate efficiently in all recreation areas, and work well with others as a team. Must be able to perform frequent cleaning duties such as mopping, sweeping, washing windows, and any others as assigned by management. Part-Time; hours vary. 3

## TELECOMMUNICATIONS

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**TELECOMMUNICATIONS OPERATOR: Full-Time, Year Round.** Operates switchboard and voice mail system and monitors fire panel and weather channel for the resort. Pleasant and professional telephone voice and manner necessary, strong computer skills required and desire to work in a team environment. Previous switchboard experience highly recommended; flexibility in scheduling a must. Days vary, weekend/holiday work required. Pay depends on experience. 1

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