

Hospitality Host  
Job Title

Dollywood's Splash Country  
Team

Revenue Manager  
Reports to

November 27, 2006  
Date

4/1  
Grade

01202/SV149S  
Job Class #

## **DOLLYWOOD'S SPLASH COUNTRY POSITION DESCRIPTION**

### **I. JOB DUTIES POSITION EXISTS TO PERFORM:**

1. Great each guest with a smile and approved greeting
2. Escort guest to their retreat and relay park and retreat general information
3. Demonstrate use of Satellite TV and phone system
4. Operate cash register/POS and credit card system
5. Perform defined accounting procedures for sales, including management of cash funds, deposits, and credit card balancing to ensure all revenue is collected and balanced daily
6. Assist in the maintenance and daily cleaning of the retreats including every two hour inspections
7. Stock supplies for retreats and keep all work areas organized and in compliance with Health Department regulations
8. Effectively use empowerment to ensure Dollywood's Splash Country's Satisfaction Guarantee is implemented
9. Comply with safety and security directives, policies, and procedures
10. Management reserves the right to change and/or add to these duties at any time

### **II. EDUCATION/EXPERIENCE/SKILL REQUIREMENTS:**

1. Basic math skills necessary to count change and explain charges to guest
2. Able to learn to operate calculator and cash register/POS
3. Able to speak, read and write English
4. Ability to read and understand written instructions and company policies and procedures

### **III. PERSONALITY/ATTITUDE REQUIREMENTS:**

1. Friendly, outgoing, polite and courteous, honest, dependable, and uses good judgment
2. Caring, sincere, and treats others with respect
3. Willing to accept changes in work schedules and assignments
4. Well groomed with good personal hygiene

5. Ability to tolerate high levels of stress caused by servicing large numbers of customers and performing in a fast-paced work environment
6. A positive team member at all times
7. Attentive and responsive to guests' needs
8. Represent the company to guests and hosts in a positive and friendly manner and encourages others to do the same
9. Maintain strict confidentiality and judgment regarding privileged information
10. Detail oriented
11. Highly motivated, self starter

**IV. ESSENTIAL FUNCTIONS NECESSARY TO PERFORM JOB DUTIES INCLUDE BUT ARE NOT LIMITED TO:**

1. Able to walk long distances for extended periods of time
2. Able to have finger dexterity great enough to operate cash register and handle money
3. Ability to lift and carry up to 40lbs to stock area
4. Ability to learn to operate cash register and calculator in order to service guests and reconcile money exchanges
5. Reading and writing skills great enough to allow host to comprehend and perform cash handling procedures and complete daily cash register reconciliation paperwork
6. Able to be well groomed with exceptional personal hygiene
7. Able to use equipment such as cash registers/POS system, guest ordering system, drink machines, ovens, warmers, knives, rolling carts, dishmachine, food carriers, bus tubs and carts, dollies, brooms, mops, etc.
8. Ability to tolerate noise and stress to accommodate dealing with large numbers of customers
9. Ability to withstand extreme weather conditions with temperatures as high as 110 degrees and various climatic conditions (i.e., humidity/wetness, dryness/sunlight) due to lack of temperature-controlled shops and location of outdoor retreats
10. Ability to cooperate with fellow employees and accept frequent changes in work schedule and job assignments in order to facilitate the greatest effectiveness and efficiency in the work area
11. Ability to tolerate detergents and chemicals such as, but not limited to, dish liquids, bleach, degreaser and glass cleaner and other chemicals necessary to clean/ sanitize equipment and environment
12. Ability to communicate with customer (i.e., listening and speaking)
13. Dependable work attendance and flexibility with assigned work schedules including any required overtime
14. Ability to work with others in a friendly, positive manner
15. Ability to perform other functions as assigned by management