

Hospitality Senior Lead Retreats

Job Title

DSC

Team

Revenue Manager

Reports to

October 5, 2007

Date

10

Grade

SV605S

Job Class #

DOLLYWOOD'S SPLASH COUNTRY POSITION DESCRIPTION

I. JOB DUTIES POSITION EXISTS TO PERFORM:

1. Oversee the day-to-day operation of the Retreats and assist as needed
2. Must be able to supervise employees to carry out the goals of providing our guests with the highest quality in product with courteous, friendly, and efficient service in a organized, clean, and professional looking environment
3. Schedule staff based upon daily budgeted attendance
4. Train and supervise Retreat hosts
5. Training and Developing of Assistant Team Lead(s) in the following:
 - **Scheduling:** Schedules are posted on time, all positions according to projected sales volume are covered, staffing needs are communicated in advance to Manager/Supervisor and Personnel Coordinator, appropriate staffing is maintained, turn-over is minimized, controls over-time, and projected labor \$ and hours are completed
 - **Cleaning/Sanitation:** Cleaning schedules are developed and followed, unit is closed down ready to open next day, units are organized, and sanitation procedures are followed. Ensures all Dollywood safety policies and procedures are maintained
 - **Professionalism:** Must be able to conduct self to highest standards including personal appearance, grooming, and conduct. Must be able to communicate and work with all members of the Foods Management Team along with other divisions
 - **Guest/Employee Relations:** Able to interact with guests and solve their needs, able to hire, supervise and train all levels of hosts, ensures costume guidelines are met, properly conduct and handle employee evaluations, and assist with disciplinary action as needed
6. Update Retreat manuals, menus, and guidelines as necessary
7. Review performance of employees on an informal as well as formal basis to include Performance Appraisals, hiring, disciplining to include involvement in the termination of employees
8. Ensure team complies with safety and security directives, policies, and procedures
9. Assist in developing plans for more effective guest service training and employee incentive programs
10. Support and coach staff with satisfaction guarantee policy and empowerment as it relates to customer concerns and refunds
11. Servicing guests and providing product information
12. Operate cash register/POS system and credit card system
13. 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
14. Audit two hour retreat inspections
15. Initiate friendly interaction with guests
16. Be a positive role model
17. Assist other teams as necessary
18. Ability to view the park and operations critically in order to make recommendations for improvement
19. Maintain confidentiality at all times to insure there is no release of information of Dollywood's Splash Country records, plans, or any other matter without approval
20. Inspect Retreats before guests arrive and after they leave
21. 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
5. Ability to learn budgeting, employee evaluating, scheduling, and proper accounting procedures
6. Two years supervisory experience required

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. Able to read and write with great enough skills 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. Able to maintain dependable work attendance and flexibility with assigned work schedule including any required overtime
14. Ability to perform other functions as assigned by management