



POSITION DESCRIPTION

Position Ticket Sales Officer

Reporting to Ticket Sales Supervisor

Position Overview First impressions are what this role is all about. You will be responsible for meeting and greeting all guests and customers to Snowplanet. You are required to ensure every guest is offered the best product for their needs and is aware of what facilities are available within Snowplanet. Every guest is a sales opportunity and an opportunity to impress

Key Responsibilities

- Greet and welcome guests to Snowplanet
- Sell tickets/packages and Snow Academy products correctly
- Be fully conversant with all products available in the Snowdome as well as all Snow Academy packages, Hire centre rates and any specials or promotions
- Take bookings for the Snow Academy correctly entered and notify Snow Academy of such.
- Determine the guests needs and offer the most appropriate product up selling where appropriate
- Responsible for your cash draw and ensuring monies are received correctly and deposited correctly
- Answer telephones correctly and efficiently giving information in an accurate and timely manner
- Understand and know what to do in the event of an emergency
- Ensure the reception area is kept clean and tidy
- Ensure a hand over at the end of each shift is completed
- Report all incidents and accidents to the Duty Manager
- Comply with all Snowplanet policies and procedures
- Perform any other duties as requested within your range of competency
- Have fun!

Personal Requirements

- Passion for the hospitality industry
- Previous Customer Service Experience
- Happy, Friendly personalities to portray a fun experience
- Ability to relate to customers and their needs