

# COUNTRY LAKE CHRISTIAN RETREAT

# True Hospitality!



## GUEST SERVICES/BOOKING MANAGER

Full Time. Excellent Benefits. Positive Environment  
**Booking. Management. Events. Customer Service**

Country Lake Christian Retreat offers one of the best work environments on the planet! With a mission of Connecting People to Jesus and One Another, Country Lake uses refreshing hospitality, exceptional service, great food and a breathtaking 200 acre, 700 bed facility (not to mention crazy adventure activities) to offer inspiration, encouragement and respite to all guests. CLCR is open year around and hosts thousands of guests from leadership conferences and church retreats to youth camps and field trips.

Country Lake is now accepting applications for Guest Services Manager. The Guest Services Manager will oversee all Guest Relations and Booking responsibilities and will manage a team of 4-6 full time and part time staff to effectively book, coordinate and facilitate an exceptional experience for guests. Compensation starting at \$42K plus benefits including medical, dental, vision, life insurance, paid time off and 401K. Apply online at [www.countrylake.org/job-opportunities](http://www.countrylake.org/job-opportunities) or send resume to Andrew Leadingham at [aleadingham@countrylake.org](mailto:aleadingham@countrylake.org)

### Job Responsibilities

- Booking retreats, events and conferences year around
- Serving as Guest Host when groups are present
- Managing a team made up of part time and full time staff in a positive manner and demonstrating characteristics of a servant leader
- Daily communication with direct reports, other department co-workers and guests
- Oversight of the booking calendar including writing contracts, handling logistics and initiating communication before, during and after a guest visit.
- Managing and responding to online inquiries as well as phone inquiries regarding bookings, activity reservations, and future events.
- Coordinating and planning Country Lake hosted events like seminars, conferences and retreats
- Measuring Guest Services Effectiveness and engaging in continuous improvement practices
- Working closely with food services, facilities and other departments to offer exceptional service with minimal distractions

### Desired Skills

- Good communication skills and the ability to communicate with various channels like phone, email or text, as well as other virtual resources
- Higher than average computer skills. Ability to use spreadsheets and be proficient using Microsoft Office products
- Ability to delegate effectively while providing effective guidance and an encouraging environment
- Vibrant personality and desire to engage peers, direct reports and guests in a friendly manner
- Attention to details. Details can make or break an event.
- Well organized and forward thinking
- Ability to multi-task (handle multiple bookings at various stages of the booking process)
- Problem Solving – ability to use creativity and innovation to overcome challenges and meet needs as they arise.