

**JOB DESCRIPTION
FOR
AMBASSADORS OF THE SUMMIT**

Ambassadors serving as a public relations arm providing information to guests engaging in snow sports at The Summit at Snoqualmie

AOS Director:
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AOS Mission Statement

To promote the best snow-play experience for the entire family at The Summit at Snoqualmie because **SNOW HAPPENS**

YOUR PRODUCT: LEVEL OF SERVICE: OUR GUEST:

Provide Information Excellent Summit Staff
Customer Satisfaction Snowsport Enthusiasts
Employee Satisfaction
Streamlining the Process
Positive Area Image Maximizing Satisfaction

QUALIFICATIONS NEEDED

Qualifications/Type of People Wanted as Ambassadors

1. Most important, you must have a friendly, outgoing personality and enjoy working with the general public.
2. Courteous and thoughtful and responsible.
3. Observant of what is going on at the whole area, not just one spot, so you can be flexible and move to areas of “need” when the necessity arises.
4. Service/public-relations oriented.
5. Well-groomed. AOS uniform should be worn only on volunteer days. Uniforms should not be worn outside The Summit ski area.
6. Real interest in promoting area and not just wanting to ski for the huge discount.
7. Any age over 21 years meeting all other requirements and there is an available uniform that fits your size.
8. You must be willing to commit the time to learn about The Summit at Snoqualmie operations and policies.
9. The AOS organization must adhere to The Summit at Snoqualmie policies regarding grooming, dress code and rules about alcohol and drug consumption.
10. If accepted to hold a position as an Ambassador, you agree to adhere to the Rules of Conduct set out in the Agreement with the AOS organization.
11. You must be willing to serve the area at least one full day (approximately 8 hours) every other week for at least 9 weeks, and in addition serve the area 3 full days during Christmas vacation and/or Monday holidays, for a minimum of 12 days service. We are not looking for people who want to come up Saturday or Sunday of one weekend, not show up for two weeks, then show up again one day the third week – we need consistency in the number of people working every weekend.
12. Be willing and able to volunteer for outdoor work where weather conditions and environment vary from cold and wet to warm and sunny.

Duties of the Ambassadors

1. Ambassadors serve as public relations arms providing information to guests engaging in snow sports at The Summit at Snoqualmie.
2. Your uniform will make you visible to all skiers/riders and as such you may be approached by guest needing information, directions and assistance. You should be available at all times while presenting a positive and friendly personality.
3. Be alert and aware of what is happening. What you see and hear is valuable information to The Summit at Snoqualmie and our program.
4. Monitor crowd flow at the lift ticket, ski rental, and cafeteria lines and assist to expedite the flow of guests.
5. Direct people to the proper ski school meeting place and answer questions as to what is available in regard to lessons.
6. Give lift and ski run information/maps to new skiers; emphasize the Safety and Behavior code at the area. When necessary, direct skiers to a slope more appropriate to their ability level. Offer to ski with skiers who are new to the area to show them the runs they might be interested in.
7. Provide skier assistance on the mountain: 1. Contact ski patrol. 2. Help fallen skiers by gathering their scattered clothing and equipment. 3. Do not let them obstruct oncoming skiers. 4. Avoid physical contact with skiers.
8. Reset signs, bamboo and do rock picking as necessary.
9. We suggest you carry wax, ice scraper, emergency blanket, tissues and maps.
10. If people look lost either in the lodge or on the hill, stop and ask them if you can help. If on the hill, give them a trail map and assist them. Provide assistance to lost children by assisting them to nearest Summit personnel.
11. Ride the chairs individually and interact with guests. Try not to dine in groups larger than four. Avoid noon to 1pm lunch rush.
12. Be an example of good skiing etiquette, and a model of the Safety and Behavior Code.
13. Assist at special events in volunteer capacity.
14. Verbally welcome people to the ski areas at main entrances and ask if they need any information or directions. Hand out lanyards in the beginning of the season.
15. At the end of each day, write down observations and guest suggestions that could result in better guest satisfaction on time sheets provided. Occasional survey taking.