



## Ticket Seller/ Validation Host

Whistler Blackcomb's mission is to create the best memories for you... again and again!

### Top five reasons to work in Guest Services:

1. **Team Environment** - A chance to meet and work with interesting people from around the world and build lifelong friendships.
2. **Leadership** - A dedicated support team that focuses on YOUR needs.
3. **Growth** - Utilize your skills while building new ones. Gain confidence and valuable experience.
4. **Variety** - Every day offers new experiences.
5. **Social** - The most fun you will ever have at work and after work.

**Position Status:** Full Time (30-40 hours/week) Part Time (16-29 hours/week) Seasonal, Hourly  
Seasonal positions can be differentiated from year round jobs as they have predefined start and end dates. These dates may vary due to seasonal business fluctuations.

### Job Summary:

**This is a combined role inclusive of two very distinct roles.**

A Ticket Seller is expected to market the services, programs, benefits and qualities of both Whistler and Blackcomb Mountains to our guests. They will ensure accurate information and assist our guests making the best mountain experience possible. Provide an efficient, accurate, informative and friendly sales experience to all Whistler Blackcomb guests' purchasing lift ticket products. As a Ticket Seller you will be up to date on all Whistler Blackcomb ticket products, discounts and promotions, providing guests with their best purchase options for the duration of their stay. Continually up selling all our ticket products.

A Guest Services Validation host is responsible for collecting data for our daily skier visit report and revenue via direct to lift products. Our Validators are outgoing, happy, energetic and use their guest services skills to interact with our guests. They monitor and control the maze at the base of each lift and effectively deal with access control issues. The Validator scans every pass for access to Whistler and Blackcomb ensuring every ticket and pass is valid. Must enjoy working outdoors in all weather conditions.

### What you'll be doing:

- Continually strive to exceed our Guest's expectations and create memories for guests and staff as the best mountain experience again and again
- Be cheerful and courteous at all times with guests and staff.
- Ensure that all guests and staff accessing Whistler Blackcomb lifts are in possession of a valid ticket or pass.
- Assist guests with ticket/pass problems, general inquiries or concerns.
- Understand the proper use of validation equipment and its functions.
- Knowledgeable and up to date on access options, mountain events and special programs.
- Work outdoors for long periods of time in varying weather conditions.

- Carry out location preparation including daily clean up, maze gates and ski/snowboard rack set up.
- Assist guests' with any problems or concerns.
- Provide information regarding lift status, weather conditions and location of mountain facilities and trails.
- Handle conflictive situations in a diplomatic manner.
- Give personalized service that promotes and sells mountain products and services that create an exceptional experience, inspiring our guests and staff to return again and again.
- Be knowledgeable and up-to-date on all ticket options, discounts and promotional programs offered by Whistler Blackcomb
- Operate as a sales representative, offering sales guidance, promoting value and matching guests needs to the correct product.
- Fully understand the ticketing system and be able to properly utilize all sales functions.
- Consistently provide excellent customer service.
- Provide accurate information to our guests as it pertains to all aspects of Whistler-Blackcomb Mountain operations and Whistler Resort
- Assist in meeting departmental and company objectives
- Complete all cash-out procedures and balance on a daily basis.
- Keep ticket area clean and tidy at all times.
- We are a company that works together and throughout the season you may be required to assist other departments as needed.
- Live and work by our core values: Teampay, Employee Experience, Striving to be the Best, Customer Loyalty, Honesty and Integrity, Community and Environment, and Playing Safely.
- Always show up on time, in uniform, and adhere to the grooming policy!

**Qualifications:**

- Friendly, animated and well groomed.
- Enjoy interacting with our guests throughout the day.
- Assist our guests with information.
- Ability to deal with large groups of people on a continual basis.
- Previous experience in a guest service role.
- Engaging and cheerful personality.
- Strong conflict resolutions skills.
- Physically fit, able to lift and move both maze gates and ski/snowboard racks.
- Enjoy working outdoors
- Mature, friendly and well groomed.
- Previous cash handling experience.
- Previous customer service experience.
- Sales experience an asset.
- Computer literacy, minimum 30 wpm.
- Proven problem-solving skills.
- Required to complete a satisfactory criminal record check

**Reports to:** Guest Relations Supervisor