



Guest Support Team Member

Location: Spring Lakes Watersports & Leisure

Department: Outdoor Activities

Reports To: Park Manager / Guest Support Lead

Career Level: 1

Role Purpose:

The Guest Support Team Member supports the delivery of land and water activities, ensuring guests have an enjoyable and seamless experience. This role involves assisting with activity preparation, customer check-ins, equipment maintenance, and general support across the Outdoor Activities Department.

Key Responsibilities:

1. Activity Support:

- Assist with the setup and breakdown of land and water activities, ensuring all areas are guest-ready.
- Hand out equipment such as wetsuits, life jackets, and paddles, ensuring proper fit and compliance with safety standards.
- Help with the cleaning, maintenance, and organisation of activity equipment.

2. Guest Engagement:

- Support guests during check-in, confirming bookings and waivers, and providing essential information about activities.
- Use booking systems to manage check-ins for activities such as swimming, Aqua Park, and camping.
- Answer guest queries and provide a friendly and welcoming experience.

3. Operational Support:

- Assist in maintaining cleanliness and organisation in activity zones, including storage and work areas.
- Communicate effectively via radio with team leaders and other staff to ensure smooth operations.
- Provide support for special events and activities as directed by the Land or Water Activities Leaders.
- Provide car park support where needed to ensure customers are utilising the car parking areas safely.

4. Safety & Compliance:

- Follow all health and safety protocols to ensure a safe environment for guests and staff.
- Report any safety concerns or equipment issues to the appropriate leader.
- Assist in emergency situations, following the direction of the Activities Team Leaders.



5. Additional Tasks:

- Help manage stock in retail areas, such as beach toys and activity supplies.
- Keep all areas clean and free of litter.
- Occasionally act as a car park attendant during peak periods to ensure safe and efficient parking operations.
- Support the Facilities & Safety Team and Food & Beverage Team when needed.

Key Interactions:

- **Internal:** Park Manager, Water Activities Leader, Guest Experience & Events Leader, Facilities & Safety Team, Food & Beverage Team, Bookings & Events Lead
- **External:** Guests, Event Attendees

Success Measures:

- **Guest Satisfaction:**
Positive feedback from guests regarding their experiences and interactions.
- **Operational Efficiency:**
Smooth and efficient delivery of activities and events.
- **Safety Compliance:**
Adherence to safety standards and protocols, ensuring no incidents during activities.

Skills and Qualifications:

- **Experience (Preferred):**
Previous experience in customer-facing or activity-based roles is desirable but not required.
- **Teamwork:**
Ability to work collaboratively with colleagues to deliver high-quality activities and services.
- **Communication Skills:**
Strong interpersonal skills to engage effectively with guests and team members.
- **Organisational Skills:**
Ability to manage multiple tasks and maintain attention to detail in a dynamic environment.

Certifications (Preferred):

- Standard DBS Check (Required)
- Basic First Aid Certificate (Desirable)

Age Requirement:

Minimum age of 16 years.



Additional Information:

This role requires flexibility, including working weekends, holidays, and evenings during peak periods. Guest Support Team Members are vital in delivering engaging and memorable experiences for guests while ensuring safe and efficient operations.

Employee:

"I acknowledge and understand the roles and responsibilities outlined in this document and commit to carrying them out to the best of my ability. I also understand that these responsibilities are not exhaustive and may evolve as needed."

_____	_____	_____
Signed	Full Name	Date signed

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Date of Issue	01 November 2024