



Snack Shack Team Member

WE. ARE. HONORED. Yup...we are very aware that there are many, many job opportunities out there and you have chosen to have a look at ours today! Bam! Thank you, thank you, thank you for that! How are you doing today? Hope you are having a great day and thanks for making the time to see what Kananaskis is all about. We understand that there is nothing more precious than a person's time so let's cut to the chase shall we?

1) WHY KANANASKIS?

- If you are interested in joining a family that believes in creating a safe, collaborative, and inclusive environment for both our team and our guests then we suggest you continue to read on...
- If you are looking to join a family that are made up of like-minded people who are looking to create amazing experiences for our team and our guests and become life long friends then we suggest you continue to read on...
- If you are looking for an environment that will provide you with an incredible array of tools to put in your tool belt like:
 - Empowering yourself and others to become a better version of yourself,
 - The ability to communicate and think fast on your feet in a busy environment,
 - How to have fun and be creative in a fast paced setting,
 - How to work together with like-minded individuals to work towards a common goal
 - Understanding how to prioritize tasks so that we assure that we put "People before Stuff" in all situations and take care of each other and our guests directly or indirectly
 - Learning how to survive on Ichiban, peanut butter, and Ritz crackers for two days until you have to go to the grocery store (we've all been there...)

How are we doing so far? We believe in being a bit different and thinking outside the box so if you continue to be intrigued and your gut is telling you this place sounds cool then keep reading my friend!!!

2) WHAT IS OUR CULTURE?

Wow...you are on a bit of a roll – great question! Our culture rests in the hands of three little words. MAKE. THE. TIME. What does that mean? Thanks for asking! It primarily means two things.

- **Call to action for our team-** We want all of you to Make the time to:
 - Pay careful attention to the little things – because they really are the big things.
 - Get to know our team and our guests
 - Take care of each other and our business
 - Catch our team doing the right things and giving them a pat on the back for it
 - Buy into the concept of stewardship and leaving everything in your life better than you found it!
 - Make our team and our guests feel comfortable, appreciated, and inspired every day you are at work!
- **Call to action for our guests** – We want guests to Make the Time to:
 - Understand the importance of getting away and making time for themselves to decompress, reconnect, and have fun with family and friends.
 - Join our team and come out to Kananaskis and "fill their cup" so that they are better versions of themselves in every facet of their lives!



3) A PICTURE IS WORTH A THOUSAND WORDS...(actually a million)

K-team life - We can go on and on about how great it is to be a member of our family but instead why don't we just show you?

<https://vimeo.com/779692934>

Golf Courses – and what will your office look like? Have a look for yourself my friend!

<https://vimeo.com/444366682>

4) SPECIFICS ABOUT THE JOB

Oh...ya...I guess you need to know a little bit about what we would love for you to do as a member of our Outside Services team!

To get the full meal deal on what this incredible opportunity will bring to your life, we would love for you to reach out to our incredible Director of Food and Beverage – Mr. Stephen Hamelin at shamelin@kananaskisgolf.com or go old school and give him a call at (403) 591-7070 ext. 316. But to briefly summarize some of the highlights...here we go!!

Snack Shack Overview:

We have two food and beverage outlets on course at The Kananaskis Country Golf Course; The Mt. Kidd and Mt. Lorette Shacks. These outlets serve as the primary food and beverage options on course as we do not have a cart that operates and serves golfers while they are playing. The service will be friendly, engaging and knowledgeable to create a sense of being known with all our guests. The environment will be upbeat, fun and unpretentious which golfers will want to return again and again. The experience we will provide here will be unique to Kananaskis through all of these details.

Job Overview:

In our Snack Shacks, we entrust our attendants with a great deal of responsibility. You are the face of our guests' experience, and your service will be the primary factor in dictating whether our guests will return, and what sort of feedback they will share with their friends and on social media. No amount of delicious food for drinks can make up for inattentive, unprepared or unfriendly service. Our primary focus is to make our guests feel welcome, comfortable, relaxed and important. Our attendants take pride in their craft and strive to personalize each and every guest experience. Attendants are responsible for understanding our menu inside and out, keeping their shack clean and organized, and of course, treating all guests with the respect and care they deserve. A great attendant anticipates the guests' needs and customizes their service style to suit the personality and mood of each guest. The attendants are always smiling, because they genuinely love being a part of memorable experiences.

Requirements

Experience in food and beverage operations is a benefit. On-the-job training is provided. A certain level of strength and manual dexterity is required. An understanding of complex situations, attention to detail and openness to change are required. Interpersonal skills, teamwork, collaboration, adaptability, good verbal communications skills and listening skills are required. Good personal grooming, confidence, integrity, and ability to manage stress are required. Working conditions: this may be an indoor or outdoor setting depending on the daily shift schedule. Varied weather conditions are expected. The schedule varies according to the position, and may include days, nights or weekends. The schedule may include split shifts. Your schedule will fluctuate to include evenings, holidays, extended hours and team meetings.

Obviously, there is much more to this opportunity, but I have rambled on enough here. If you are interested in applying for this position and coming on a pretty cool ride at a facility that we believe will be crazy busy for years to come – then DO IT!!! Send in an application. If you want to learn more about the position – feel free to reach out to me using the information above.

Thanks so much for the consideration!

Regards,

Stephen Hamelin
Director of Food & Beverage