



# Guest Service Manager - SEASONAL

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## ABOUT US

BMorrow Productions (BMP) is a creative and production firm located in Orlando Florida. Representing a new methodology of how creative work is developed in a very collaborative approach between clients and the firm. With clients around the globe in various market sectors including theme parks, zoos, live entertainment, resorts and educational experiences the BMP Team prides itself on a diverse portfolio that allows employees to engage in projects that always has a wide variety of projects to dive into providing growth and ownership into project development.

## YOUR ROLE

As a **Guest Service Manager** at BMP's Snow Factory at Gaylord Palms, Orlando, you will be responsible for ensuring that the high expectations for guest experience, safety and team member training are being upheld by all BMP Partners and Sub-consultants.

You will be responsible for the direct and tactical management of any hourly Snow Factory Team Members, ensuring that they are providing exceptional Guest Service at two attractions:

1. Snowball Build and Blast, a unique target "toss" game where guests create their own, REAL snowballs and try to rack up as many points as possible
2. Snow Flow Mountain, an ice slide that allows Guests to take a downhill ride on single and double tube "toboggans"

Additionally, you will be the face of BMP when interacting with Guests the various Gaylord Palms Operations Teams (Entertainment, Housekeeping, Guest Service, etc). You will partner with the Gaylord Team as needed to ensure a seamless and exceptional Guest experience as it relates to Snow Factory as a part of the larger Christmas at the Gaylord offering.

You will be on site, at times alone, as the singular responsible individual. Also you will ensure adherence to BMP and Resort safety protocols and processes.

You will also be on site for project install and strike, assisting with management of subcontractors and partners who will be installing the physical assets that make up Snow Factory. You will be asked to assist in the install, which may include setting/fluffing trees, set dressing, and installing operational elements (snow makers, ticket scanners, etc). During strike, you will assist with general strike tasks that may include



organizing, cleaning, and packing of all assets for storage. This role reports directly to the BMP Operations General Manager.

This is an **hourly seasonal role**. You must be available to work a full-time workload (32-40+ hours a week) with potential for overtime as needed. Bonus opportunity is included for the completion of the season. The projected start date is Monday October 25, 2021 and your contract will end no later than Friday, January 7, 2022.

You **will** work holidays, but all efforts will be made to ensure that a manager will not work on all three of the major holidays that fall during this time (Thanksgiving, Christmas, New Years).

## RESPONSIBILITIES

- Partner with Magic Ice Leadership Team (BMP Contractor) to ensure that all Hourly Employees are delivering exceptional Guest Service and upholding creative intent
- Coach/ Provide Hourly Feedback Hourly Employees as needed
- Ensure attraction is show ready at all times
- Lead shift “start-up” meetings
- Assist with start-of-day and end-of-day procedures
- Ensure vendors have materials and supplies in place at start of day and during run of day
- Resolve Guest issues utilizing all tools available
- Step into operations roles as needed
- Partner with Gaylord Palms Teams as needed
- Work with BMP Operations General Manager and Studio Leadership as needed to accomplish other work/ tasks as assigned.
- Assist on site during install and strikes to ensure project is executing per plans.
- Communicate and coordinate with contractors and other consultants.
- Maintain confidentiality of all information.
- Other duties as assigned
- ***ALWAYS share the BMP studio spirit with others internal and external***

## QUALIFICATIONS

- Bachelor’s degree in Hospitality, Business, or Related Field
- 2 years minimum experience in a Guest Service Role
- Previous Guest Service Leadership Experience Preferred
- Proficient in Microsoft Suite
- Organized and detail oriented
- Lift, push or pull materials less than 50 lbs.
- Ability to work with and around snow and ice



- Be able to climb ladders up to 12' tall and use simple hand tools if needed.
- Ability to standing for long periods of time
- Accustom to being in a Guest facing role with 90% of shift on stage
- Strong Guest-/ Client-facing, teamwork, and communication skills
- Self-starter who works well independently
- Ability to act as the Operation MOD for Snow Factory
- Working in an indoor, busy environment and follow COVID -19 safety protocols including wearing a mask.