



# SMITH FORK RANCH

45362 Needle Rock Road,  
Crawford, CO 81415

**Title:** Guest Experience Manager

**Job Type:** Full-time

**Work Setting:** On Site

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## **Job Description:**

Nestled within the breathtaking expanse of the Gunnison National Forest, Smith Fork Ranch stands as a distinguished luxury guest ranch within the Rocky Mountains. Our reputation as a premier all-inclusive destination for private groups is rooted in our commitment to tailoring each guest's experience to perfection while honoring the storied legacy of our historic property.

As the Guest Experience Manager, you will play a crucial role in this bespoke journey. In close collaboration with our General Manager and Director of Sales, you will be at the forefront of curating and flawlessly executing guest programming, setting the stage for unforgettable moments. Your dedication to exceeding expectations and a meticulous eye for detail will help us grow our position as the quintessential retreat in the heart of the Rockies.

## **Requirements:**

- Proactive and highly motivated, strong ability to take initiative and go the extra mile to exceed guest expectations.
- Possess effective verbal and written communication skills, fostering positive guest interactions and seamless team collaboration.
- Brings 3-5 years of hospitality experience, preferably from the luxury guest ranch or luxury hotel level.
- Capable of efficiently managing guest itineraries and expectations.
- Proficient in guest programming and schedule management, and ability to optimize available resources.
- Strong attention to detail, ensuring that every aspect of the guest experience is executed at a high level.
- Demonstrates creativity in designing and implementing unique guest programs that set Smith Fork Ranch apart from competitors.
- Proficient in Google workspace, Dropbox, Zoom, and other web based applications and general technology.
- Knowledge and experience in fine dining and special events preferred.
- Knowledge and experience in housekeeping is preferred.
- Willing to work irregular hours, including evenings and weekends to accommodate guest needs.
- Understanding of budgeting principles and ability to contribute to the financial success of the ranch.

- Proficient in scheduling and resource management to ensure smooth guest operations.
- Experience with anticipating, preventing, and solving problems that may arise with the execution of guest programming.

**Responsibilities and Duties:**

- Oversee and manage the guest experience and communications from initial inquiry to their departure, ensuring a memorable stay for each group.
- Collaborate with various departments, including food and beverage, housekeeping, and activities, to execute special programming and cater to unique guest requests, ensuring exceptional guest satisfaction.
- Plan, organize, and execute ranch events and activities, such as theme nights and group excursions, to enhance guest enjoyment. Providing hands-on support during set-up, execution and tear-down phases.
- Work closely with the General Manager and Director of Sales to handle guest bookings, optimizing occupancy and revenue while providing guests with personalized service and ensuring their specific needs are met.
- Innovatively design and create unique and immersive experiences for guests, ensuring that every visit to the ranch is marked by unforgettable moments and authentic Western hospitality.
- Manage and maintain the budget for guest experience operations, optimizing resources while upholding exceptional service standards.
- Schedule vendors and staff to meet the diverse needs of each group, overseeing logistics, service, and support to guarantee a seamless guest experience.
- Continuously evaluate and enhance guest programming to exceed guest expectations and align with the ranch's brand and mission.
- Collect and record guest information throughout the entire guest process, using insights to refine the guest experience and address areas for improvement.
- Be prepared to handle unexpected situations, emergencies, and guest issues with professionalism and composure.

Please note that this job description may not cover all the tasks and duties associated with this role. In the spirit of teamwork and adaptability, you may be called upon to contribute to various aspects of our property operations as directed by the General Manager. Successful candidates will be willing to work nights, weekends and holidays.

**Ability to Commute/Relocate:** Crawford, CO 81415: Reliably commute or planning to relocate before starting work (Required)

**Compensation:** \$50,000 to \$65,000 DOE-Housing Negotiable