

# SMITH FORK RANCH

Smith Fork Ranch is a family owned guest ranch with a current capacity of 26-28 guests. This intimate, high-end guest ranch is located roughly midway between Aspen and Telluride, Colorado. Straddling three miles of the Smith Fork River Valley, its compound of historic buildings sits at 7100 feet altitude, surrounded by 1.2 million acres of the Gunnison National Forest and 10,000-12,000 ft peaks of the West Elk Range of the Rocky Mountains. The ranch is located about 7 miles East of the town of Crawford (pop 350) and 25 minutes from the north rim of the Black Canyon of the Gunnison National Park; 2 hours from Aspen; 2 ½ hours from Telluride; 1 ¾ hours from Grand Junction, 4 ½ hours SW of Denver, Colorado.

While the ranch dates back to the early 20<sup>th</sup> century, its current life as a high-end guest ranch began in 2002, after an extensive three-year restoration by the Hodgson family. In addition to its stunningly beautiful location, primary characteristics are handsomely appointed accommodations in the rustic tradition; a wine cellar of over 250 outstanding wines; gourmet cuisine; and a wide variety of outdoor activities (featuring fly fishing on extensive private waters, horseback riding, sporting clays, long-bow archery, mountain biking and hiking) customized to the desires of the guests.

## **POSITION: Guest Experience and Reservations Assistant**

### **JOB DESCRIPTION**

You will assist the Reservations Manager in ensuring that each guest's needs and wants are met and exceeded. You will act as a concierge for our high end clientele while they are visiting the ranch. This includes ensuring that they are enjoying themselves as well as communicating the guest's needs/wants to the guides, housekeepers, culinary team youth counselors and General Manager. You are the line of communication between guests and staff. The Guest Experience and Reservations Assistant will also be answering daily emails and phone calls. A jack of all trades is a good fit for this position as they are willing to step in wherever needed.

### **GUEST EXPERIENCE DUTIES:**

- Help create and orchestrate special events and guest activities on and off the property
- Participate in "nightly scheduling" of guest activities
- Ensure that all guest information is received and coordinated before arrival, including deposits and final payments, guest information questionnaires sent and returned prior to arrival
- Meet and greet guests, give tours of the ranch when needed
- Act as a concierge for guests (such as arranging massages, tours, rafting) and provide a high level of guest satisfaction
- Ensure all guest purchases are recorded in ShopKeep and Lodgical and billed accordingly
- Track all off site excursions & on site massage for processing vendor commissions
- Schedule nightly "entertainment" either in the lodge or at the campfire site and ensure staff are available
- Create weekly "cheat sheets" for all seasonal staff including all pertinent information necessary for all departments
- Communicate with Head of Housekeeping as to check ins/outs, turnovers, and dailies needed each week



## RESERVATIONS DUTIES:

- With the guidance of the Reservations Manager and the General Manager, assist in the execution of sales/reservations during the season
- Complete guest checkouts as needed, encouraging guests to return, leave staff gratuity, follow us on Facebook, etc.
- Maintain and update guest information, inquiries, travel agents, and other contact information in the ranch database
- Answer all incoming phone calls and emails regarding guest communication
- Maintain our in office record keeping systems, Guest Folders, our reservations system Lodge-ical, Constant Contacts, Survey Monkey, etc.

## REQUIREMENTS:

- Strong computer skills
- High-end hospitality experience (resorts, lodges, inns)
- Knowledge and experience in multi faceted dining operations
- Recent experience in sales and customer service
- Organized, detail oriented
- Outgoing personality with strong people skills
- Self starter, multi-tasker
- Experience working with up-scale clientele

## HELPFUL SKILLS and EXPERIENCE

- Photography, photo shop, desktop publishing and graphics design software experience
- Constant Contact
- Microsoft Office; Word, Excel, Publisher, Outlook
- Work experience in entrepreneurial environment
- Social media – Create and manage effective posts about the ranch
- Creative, resourceful, artistic

## Compensation

Competitive salary based on ability and experience. Housing available, meals during guest season and share of employee tip pool.

Mail or Email application, cover letter, resume and photo to:

Smith Fork Ranch  
Attn: General Manager  
45362 Needle Rock Road  
Crawford, CO 81415  
Phone: 970-921-3454

Email: [employment@smithforkranch.com](mailto:employment@smithforkranch.com)

