

# SUCCESS STORIES

“A little over three years ago, I applied and interviewed for multiple positions at the Mountain View Grand. I had limited job history, and experience; however I choose to take a chance, and became a Reservations Agent. Training on our property management system and learning how to navigate two computer screens seemed a little daunting to me at first, as well as learning how to speak with a guest properly. A Reservations Agent is a potential guest’s first point of contact with the resort. We have just the length of a simple phone call to make a lasting impression, and it is vitally important to not only exceed a guest’s expectations, but also assure them that choosing our beautiful hotel is the right decision. Soon, I grew comfortable in my role and started assisting with training our new agents, guiding them in decision making and trying to lead our department to a new level. I was promoted to Reservations Supervisor about two years in, and have built the department training procedure from the ground up, as well as updated the department’s standard operating procedures. I assist with scheduling, training, coaching our department, and most importantly, speaking to and assisting guests. These three years of being part of the Mountain View Grand family has helped me grow and become a better speaker, co-worker, and a leader. I have two excellent managers that encourage me to take initiative and have helped guide me to make decisions that are good not only for the hotel, but most importantly our guests. I look forward to what the future holds with this amazing company.”

*Crystal Wallace - Reservations Supervisor*

“When I initially applied to be a houseman, the gentleman in charge of housekeeping had known me for quite a while and passed my application on to another manager, as he believed I would be better suited to be a bellman. When I got a call to be interviewed. I was surprised but accepted. I was hired and once I started I realized right away that being a bellman was the best choice. Not only is my office right in the heart of the White Mountains, but I work with a great group of people who are more like family than just co-workers. I absolutely love the interaction with all the guest, big and little. I love the smiles that I can put on everyone's faces. But what makes this job rewarding is when both kids and adults alike give me a hug and say, "You made our stay so very special, we will see you next time!" To my surprise, after being here for just a little over a year I was offered the Bell Captain position which I happily accepted. I have now been here for two years and I have to say that this job here at the Mountain View Grand has been the best experience. ”

*Stanley Wiers - Bellman Captain*