

TAKE YOUR SIGHTSEEING TO THE NEXT LEVEL AND CONSIDER A JOB AT THE VANCOUVER LOOKOUT

Are you an ambassador for Vancouver, B.C. and Canada? Do you like talking to and meeting people from all over the world? Do you have a curious, outgoing and friendly personality? Would you welcome a variable schedule and great tourism-related opportunities?

If you answered yes to these questions you might be ideally suited to join our team at the Vancouver Lookout as an **Observation Deck Associate**.



We're looking for fun-loving people with professional attitudes to welcome guests to our city and to the Lookout. As 'concierge in the sky', you need to know a lot about the city to answer all questions and volunteer further information. Don't worry about knowing it all, though—we're here to help you learn.

Deck Associates must be up on what's going on around town at theatres, gardens, galleries, museums, the music and most of all the rest of the cool attractions around town. They must be impeccably polite and outrageously friendly. How we greet our guests sets the stage for their entire Vancouver visit. We can make the difference between an 'okay' time and a memorable experience.

In a nutshell, the job entails:

- Talking to people from other countries
- Exhibiting a superior customer service attitude
- Being inquisitive and adventurous
- Manning the Ticket Desk and operating the glass elevators
- Handling cash efficiently and accurately
- Providing information and assistance to visitors, tour directors, and passers-by.
- Selling Vancouver Lookout merchandise
- Giving tours of Vancouver as seen from the Lookout to groups of guests ranging from 2 to 50; coordinating with our sightseeing partners to efficiently integrate a Lookout visit into their schedule
- Safety checks: walking regular circuits of the deck to ensure visitors' comfort and safety and to ensure they are behaving appropriately
- Housekeeping/light cleaning
- Answering phone inquiries and transferring calls when appropriate

The following are **major assets**:

- Multiple languages
- Computer experience
- Retail experience
- Tourism or hospitality background

This position is ideal for people who are proactive and approachable, who enjoy talking to visitors and sharing information and ideas, ensuring they have the best Vancouver experience possible.

Hours: Variable. We favor long-term commitment. You must be flexible, and guarantee a minimum availability of 20 hours per week. The Vancouver Lookout is open 7 days a week, 365 days. You will be required to work evenings and weekends. Typical workweeks range from 21 hours to 40 hours. Our typical winter shifts are 8:15 am to 3:15 pm and 2:15 pm to 9:15 pm. Summer shifts are 7:45 am to 3:45 pm and 2:45 pm - 10:45 pm. We occasionally schedule mid-day shifts.

If you think you have what it takes to make a great Observation Deck Associate, we'd like to hear from you. Please send your resume and cover letter to:

Vincent Mounier

Vancouver Lookout at Harbour Centre

P.O. Box 12120, 555 West Hastings Street

Vancouver, B.C. V6B 4N6

E-mail: vincentmounier@vancouverlookout.com

Fax: 604-689-5447 (**no phone calls please**)

Drop off: at our Ticket Desk at 555 West Hastings

You will be contacted by our office for interviews.