

# TNC-pol-71 Operations

## **Purpose**

To define hours of operations, staff responsibilities and equipment rentals

# **Operations**

#### **Hours of Operation**

Hours of operation are 9:00am to 4:00pm. Night skiing is from 4:00pm to 9:00pm, Tuesday through Thursday.

## **General Manager**

The General Manager is responsible for the day to day operation of the Club.

#### Office Staff

The office staff are paid employees and report to the General Manager. Their job consists of issuing and checking trail passes, issuing equipment rental forms, selling of concession items, keeping the lodge and washroom clean, informing customers about the Telemark Nordic programs and selling programs and season passes. Keeping records as required and carry out other duties as may be assigned by the General Manager. Office staff must be well groomed, and dress accordingly.

## **Equipment Rentals**

The Club makes rental skis and snow shoes available to the general public. Rental rates are available at the office. For current rates see the Telemark Nordic website.

The staff person in the rental shop is a paid employee and reports to the General Manager. The rental person is responsible for issuing and collecting of rental equipment, maintaining of the

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