

Full Job Description – Guest Services Agent

Who We Are: Keltic Lodge at the Highlands is a historic Cape Breton resort and is located in the heart of Cape Breton Highlands National Park overlooking the Atlantic Ocean. Just 2 hours from Sydney, Nova Scotia and a 5-hour drive from Halifax, the resort has been welcoming guests to Cape Breton since July 1940.

Number of Vacancies: 6

Wage: \$16 - \$20 per hour, based on experience. See bonus details below.

Job Type: This a full-time seasonal position, from May to October 2023 and May to October 2024. We will consider candidates available for one season or both. Those who work both seasons will be eligible for a monetary bonus (see details below).

Hours of Work: 30 to 40 hours per week.

Schedule Includes:

- Day shift
- Evening shift
- Holidays
- Morning shift
- Overtime
- Weekend availability

Essential Functions:

- Consistently offer professional, friendly and engaging service
- Greet, check in and settle guest accounts while ensuring all service standards are followed
- Document all guest requests, complaints or issues immediately and notify designated department/personnel for resolving the situation. Follow up to ensure completion and guest satisfaction
- Conduct Night Audit Procedures as assigned
- Assist in monitoring the switchboard phone line and answering calls/responding via other communication platforms
- Responsible for maintaining personal cash float used to assist guest with transactions and currency exchange
- Assist guests regarding resort facilities in an informative and helpful way
- Respond to each Guest who approaches the Reception Desk
- Drive rate through up-selling room brands
- Communicate effectively with coworkers and customers in an English work environment
- Other duties as assigned

Required Qualifications:

- Completion of apprenticeship program, or a college program in front desk operations or hotel management or past experience in customer service
- Professional English proficiency to communication in English work environment
- Accuracy and speed in executing assigned tasks

Bonus: An additional bonus of \$2 per hour for each hour worked will be provided to all employees after October 31st, 2023 who:

- a) work a minimum of 500 hours for the season between May and October
- b) work until at least the first Saturday of September 2023.

Returning employees for the 2024 season will be eligible for the same \$2 per hour bonus structure for the 2024 season, plus an additional \$500 as a returning employee bonus.

Benefits: Discounted green fees at Cape Breton Highlands Links, subsidized staff accommodation, subsidized staff meal program.

Work Location: 383 Keltic In Road, Middle Head Peninsula, Ingonish Beach, Nova Scotia, B0C 1L0

Keltic Lodge at the Highlands is owned and operated by GolfNorth Properties Inc., located at 400 Golf Course Road, Conestogo, Ontario. For more information about our company and golf courses, visit golfnorth.ca.

Keltic Lodge at the Highlands is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We encourage all qualified individuals to apply, including individuals from underrepresented groups: Indigenous persons, vulnerable youth, newcomers, and persons with disabilities.

Apply: Please send your cover letter and resume to Anna Belz, Talent Manager, at careers@kelticlodge.ca. Please include "Guest Services Agent" in the subject line.