

Full Job Description – Food & Beverage Servers and Bartenders

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: 25

Job Type: This is 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. Shifts include weekends, holidays, morning, afternoons and evenings. Overtime may be required.

Essential Functions:

- Focused memorization of menus, wine lists, wine pairings and key guest notes
- Explain ingredients, preparation techniques to guests
- Consistently offer seamless, professional and engaging service, checking on guest satisfaction
- Assist guests in beverage selection, enter items in POS system
- Keen awareness of guest allergies and dietary restrictions
- Act as a food runner for expeditors
- Handle complaints and concerns of guests
- Execute side duties and checklists in between service including organising storage areas, cleaning of the dining and lounge area, polishing cutlery, glassware, etc.
- Taking drink orders, delivering food and beverages to guests in a timely manner
- Ensure the dining room and lounge area is clean and tidy at all times
- Clearing tables and re-setting for future meals
- Responsible for bringing daily float to each shift, completing daily server cash out
- Responsible for maintaining a cheerful, courteous disposition and a neat, clean and professional image with the ability to maintain a calm demeanour in a fast paced, high intensity environment
- Complete daily, weekly and monthly cleaning duties as per requirements and training
- Communicate effectively with coworkers and customers in an English work environment

Wage: \$14.50 per hour + tips

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

Required Qualifications:

- Completion of secondary school
- Past serving experience in a fine dining establishment
- Professional English proficiency to communicate in English work environment
- Accuracy and speed in executing assigned tasks
- Ability to stand for a long period of time and lift supply items

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 "Food & Beverage Server" or "Bartender" in the subject line.