

## **Assistant Guest Services Manager**

Keltic Lodge is a historic resort located in the heart of the magnificent Cape Breton Highlands National Park, proudly overlooking the Atlantic Ocean. Home to the #5 Golf Course in Canada and part of the Golf North family, we truly are a premier destination for hospitality, golf, and relaxation. Just 2 hours from Sydney, NS, and a 5-hour drive from Halifax, the resort has been welcoming guests to Cape Breton, Nova Scotia since July 1940.

We are looking for a sophisticated and proactive leader to serve as our Assistant Guest Services Manager. You will be responsible for the "front-line" of the resort experience, overseeing the Front Desk, Night Audit and Gift Shop teams. The AGSM ensures that every guest interaction—from arrival to departure—is seamless, professional, and reflects the world-class hospitality of the Highlands. You will lead by example, mentoring staff and stepping in to resolve complex guest situations with grace and authority. If you are passionate about providing world-class guest service and thrive in a fast-paced, scenic environment, we offer the unique opportunity to live, work, and grow within Canada's largest multi-course golf operator. We are seeking committed, enthusiastic team members ready to contribute to another successful season of memorable experiences for our guests.

### **What we offer:**

- Competitive wages
- Staff golf at Cape Breton Highlands Links, subsidized staff accommodations, staff discounts on branded merchandise and select local attractions
- Family and Friends rates
- Training and development to support personal & professional growth
- Career advancement opportunities within the company
- Live and work in the stunning Cape Breton Highlands with a team of like-minded professionals.

### **Essential duties include, but are not limited to:**

- Supervise daily Front Office operations, including guest check-in/out, room assignments, and VIP arrivals. Ensure all brand standards are met or exceeded.
- Assist in the training, scheduling, and performance management of the Guest Services team. You will act as the Duty Manager in the absence of the Guest Services Manager.
- Promptly return clean pots, pans, and utensils to the appropriate kitchen stations Act as the primary bridge between the Front Office and other departments. You will work closely with Housekeeping for room readiness and Maintenance for urgent guest-room repairs and property safety.
- Take ownership of guest complaints or service failures. Use "empowered problem-solving" to turn negative experiences into positive outcomes before the guest departs.
- Monitor front-office accounting, including guest billing, credit limits, and daily night audit reports. Ensure accurate cash handling and POS processing.
- Act as a key member of the Emergency Response Team. Oversee property security protocols during your shift and ensure guest privacy and safety at all times.
- Maintain expert knowledge of Cape Breton Highlands National Park, local tours, and dining options to provide guests with curated, high-value recommendations.
- Complying with the Occupational Health & Safety Act and GolfNorth Health & Safety program.

### **Qualifications:**

- 2–3 years of Front Office or Guest Services experience in a hotel or resort, with at least 1 year in a supervisory capacity.
- Proficiency with Property Management Systems (PMS) (e.g., Opera, RoomKey, or Maestro) and Microsoft Office Suite.
- Exceptional verbal and written communication. You must be able to remain calm, professional, and decisive in high-pressure situations.
- A degree or diploma in Hospitality Management or a related field is a significant asset.
- Ability to remain on your feet for extended periods and assist with guest luggage if necessary.

### **Language Requirements:**

- **Fluency in English** (written and verbal) is required for all positions to ensure effective communication across the resort.

- **Proficiency in French** or other languages (e.g., German, Spanish, Mandarin) is considered a **significant asset** for customer-facing roles.

**Working Conditions:**

- Bending, balance, lifting (up to 30 lbs.), extended periods of standing
- Ability to remain on your feet for extended periods.

**Application question(s):**

- Would you be able to reliably commute to Ingonish Beach, NS B0C 1L0 for this job? If you are unable to reliably commute, are you planning to relocate?
- If No to the above, do you require housing accommodations?

**Visa Requirements:** Must be legally authorized to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

**To Apply:**

Please submit your resume and cover letter to [careers@kelticlodge.ca](mailto:careers@kelticlodge.ca)