

Director of Restaurant Operations

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 currently looking for a highly skilled Director of Restaurant Operations to join our leadership team. The Director of Restaurant Operations is a dynamic and strategic leader who oversees the operations of multiple service venues of varying complexity. This role is responsible for managing all aspects of the customer dining experience including liaising with both the front and back of house management. You will lead business operations focused on business administration, business systems, service & operations, and human resources, including leading operations , refined service, product cost analysis, product pricing, and execution of day-to-day restaurant operation processes. 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 and benefits
- Management Golf at Cape Breton Highlands Links
- Seasonal on site accommodation
- Management meal plan
- Paid time off
- Resort dress
- Company events
- 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
- A fun place to work with an amazing team & company culture!

Responsibilities:

- Oversee daily operations of all restaurant locations, ensuring consistency in service, food quality, cleanliness, and brand standards.
- Monitor KPIs and P&L statements, implement cost-control measures, and develop strategies to improve profitability, efficiency, and customer satisfaction.
- Champion a guest-first philosophy by ensuring high standards of customer service and proactively responding to feedback and complaints.
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- Partner with executive leadership to develop and execute long-term strategies for expansion, innovation, and brand growth
- Ensure all locations comply with health, safety, and labor regulations, and company policies.
- Collaborate with the marketing team to execute promotions, events, and initiatives that build brand awareness and customer loyalty.
- Oversee vendor relationships, supply chain logistics, and inventory management practices to ensure efficiency and cost-effectiveness

Required Experience:

- Minimum, 5+ years of restaurant industry experience
- Minimum, 5+ years in a leadership position
- Experience with operating multiple venues an asset
- Financial understanding of labour costing and cost controls
- Experience in managing teams and with Human Resource best practices

Experience considered an asset:

- Experience in understanding financial reporting
- Experience with POS implementation in a new environment
- Experience in a faced-paced growing organization
- Experience working with startup restaurants

Flexible language requirement:

- **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

Schedule:

- Monday to Sunday

Education:

- Bachelor's Degree in Business or Hospitality (considered an asset)
- WSET or CAPS qualification (considered an asset)

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