

Food & Beverage Server

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 seeking versatile and professional Food & Beverage Servers to join our team. This role is unique as it offers the opportunity to work across multiple dining environments, including restaurant service, golf course service, and high-volume banquet events. The ideal candidate is a "chameleon" of hospitality—able to provide elegant, paced service one night and efficient, high-energy service the next. 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
- Gratuity program
- 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
- A fun place to work with an amazing team & company culture!

Essential duties include, but are not limited to:

- Transition seamlessly between various outlets (Restaurant Dining, Lounge Dining, Quick Service Dining and Banquet/Events) while adhering to the specific service standards of each.
- Maintain comprehensive knowledge of food and beverage menus across all outlets, including daily specials, ingredients, potential allergens, and wine pairings.
- Provide warm, proactive service by greeting guests, taking accurate orders, and anticipating needs before they are voiced.
- Perform table-side duties (e.g. wine presentation, clearing courses) with precision.
- Work closely with the kitchen team and bar staff to ensure timing and food quality meet resort standards.
- Approach all encounters with guests and employees in a friendly, service-oriented manner
- Prepare checks in the point-of-sale system and process payments (cash, credit, and room charges).
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning
- Assist with the setup and breakdown of dining areas, including polishing glassware, resetting tables, and side-work duties.
- Accurately complete daily cash out report
- Respond to guest complaints in a timely manner
- Keep immediate supervisor fully informed of all problems or matters requiring his or her attention
- Ensure compliance with all local liquor laws, and health & sanitation regulations
- Complying with the Occupational Health & Safety Act and GolfNorth Health & Safety program.

Qualifications:

- 1–2 years of serving experience; experience in a resort or multi-outlet environment is a significant asset.
- Proven ability to thrive in different service styles, from quick service or on course to restaurant style environments.
- Exceptional verbal communication skills and the ability to remain calm under pressure.
- Must be dependable, punctual, and able to work a flexible schedule including mornings, evenings, weekends, and holidays.
- Must be an energetic individual
- Positive Individual who is teamwork-oriented and committed to working in a fun fast paced environment

- Smart Serve Certification
- Minimum 18 years of age

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