

F&B Support

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 hardworking, detail-oriented individuals to join our Food & Beverage team in a Support capacity. This role is the backbone of our service delivery, responsible for maintaining the flow of the dining room, ensuring tables are reset with precision, and supporting the service staff in delivering hot, fresh meals to our guests. This is an excellent entry-level position for someone looking to grow into a serving or bartending career in luxury hospitality. 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 one of Canada's most cherished historical properties. 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:

- Swiftly clear used plates, glassware, and cutlery from tables. Sanitize and reset tables according to the specific standards of each dining environment.
- Deliver food orders from the kitchen to the correct table and guest with accuracy and poise, ensuring all garnishes and condiments are present.
- Proactively provide water to guests upon arrival and maintain refills throughout the meal.
- Maintain a steady supply of polished silverware, glassware, and napkins. Ensure "side stations" are fully stocked with essentials like butter, condiments, and menus.
- Monitor the general cleanliness of the dining room floors and service areas, responding immediately to any spills or debris.
- Assist guests with basic requests (high chairs, extra napkins, directions) and alert servers to any guest needs or feedback.
- Prepare tables for meals, including setting up items such as silverware, and glassware
- Have full knowledge of the entire menu, as well as daily specials, desserts, etc.
- Greet guests, inform of daily specials
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning
- Keep immediate supervisor fully informed of all problems or matters requiring his or her attention
- Ensure compliance with all health & sanitation regulations
- Ensure that all restock, and cleaning is performed at close of shift
- Complying with the Occupational Health & Safety Act and GolfNorth Health & Safety program.

Qualifications:

- A "team-first" mentality with a high level of energy and a sense of urgency.
- The ability to "read a room" and identify which tables need attention without being told.
- Clear, professional communication with both the Front of House and Back of House.
- Willingness to work varied shifts, including early mornings (breakfast service), late nights, and holidays.
- Ability to handle fragile glassware and heavy trays with care.
- A professional, groomed appearance suitable for a luxury resort environment.
- Must be an energetic individual
- Minimum 16 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 stand and walk for 8+ hours and carry heavy trays or bus tubs.

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