

Guest Services Agent

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 charismatic, organized, and detail-oriented Guest Services Agent to be the face of Keltic Lodge. As a Guest Services Agent, you are the central hub of the guest experience. You will handle everything from the first "Welcome" at check-in to providing expert advice on the best hiking trails in the Highlands, ensuring every guest feels valued, informed, and cared for. 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:

- Process guest check-ins and check-outs efficiently, ensuring all registration information is accurate and guest preferences are noted.

- Manage a high volume of internal and external inquiries via phone, email, and in person. Act as the primary dispatcher for guest requests to Housekeeping and Maintenance.
- Maintain deep knowledge of the resort's amenities, dining hours, and local attractions (e.g., the Cabot Trail, Skyline Trail, and Whale Watching) to provide personalized recommendations.
- Maintain an accurate cash drawer, process credit card transactions, and explain folio charges clearly to guests upon departure.
- Listen actively to guest concerns and take immediate, empathetic action to resolve issues. Escalate complex matters to the Assistant Guest Services Manager when necessary.
- Work closely with Housekeeping to monitor room status and ensure guests are checked into pristine rooms that meet their specific booking requirements..
- 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:

- Previous experience in customer service or hospitality is preferred.
- Proficiency with Property Management Systems (PMS) (e.g., Opera, RoomKey, or Maestro) and Microsoft Office Suite and advantage. Strong typing skills and comfort with multi-line phone systems.
- A "natural" with people—friendly, professional, and able to maintain a positive attitude under pressure.
- Comfortable working in a fast-paced environment where priorities can shift quickly.
- Must be able to work a variety of shifts, including early mornings, late evenings, weekends, and holidays.
- 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