

Room Attendant

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 dedicated and thorough Room Attendants to ensure our guest rooms and cottages are maintained to the highest standards of cleanliness and comfort. As a Room Attendant, you are responsible for creating a "sanctuary" for our guests. You will manage the daily cleaning of guest accommodations, replenishment of amenities, and reporting of any maintenance issues to ensure a seamless stay for every visitor. 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:

- Thoroughly clean and sanitize guest rooms, including bathrooms, bedrooms, and living areas, following resort-specific protocols.
- Strip and remake beds with fresh linens, ensuring all bedding is wrinkle-free and meets luxury presentation standards. Replace towels and bathrobes.
- Dust all furniture, fixtures, and baseboards. Vacuum carpets and mop hard flooring to ensure a debris-free environment.
- Restock guest supplies such as toiletries, coffee/tea service, stationary, and bottled water.
- Act as the "eyes of the property" by identifying and reporting any burnt-out lightbulbs, leaky faucets, or furniture damage immediately to Guest Services and the Maintenance team.
- Maintain a clean and organized housekeeping cart. Ensure all chemicals are used safely and stored according to WHMIS guidelines.
- Greet guests warmly if encountered in hallways or cottages, providing a friendly and professional "face" for the resort.
- Complying with the Occupational Health & Safety Act and GolfNorth Health & Safety program.

Qualifications:

- 1 year of hotel experience preferred, but we are willing to train candidates with a strong work ethic and basic guest service knowledge.
- This is a physically demanding role. You must be able to push/pull heavy carts, bend, kneel, and stand for 8+ hours. Ability to lift up to 30 lbs.
- A "perfectionist" mindset—noticing a stray hair or a crooked picture frame is essential.
- Ability to meet "room minute" targets (cleaning rooms within a specific timeframe) without sacrificing quality.
- A valid license is required for operating property vehicles.

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 50 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