



Klahoose Wilderness Resort

Guest Services & Housekeeping

Characteristics of a Klahoose Wilderness Resort employee

- A creative, get-it-done kind of person.
- You are confident, outgoing, positive and energetic. A visionary who sees the bigger picture and is not afraid to step out of the comfort zone.
- You have great leadership skills, likability and have no problem building new relationships.
- You're flexible and adaptable in a constantly changing environment, thrive under pressure and can maintain positivity amongst challenges.
- You are prepared to do 'what it takes' with an attention to detail that is 'second to none' and prepared to work diligently to achieve phenomenal results.

Expectations

The Guest Services Team is comprised of 2 main cross-functional or *hybrid* jobs:

- 1) food and beverage service
- 2) housekeeping

A Guest Services employee demonstrates flexibility and attention to detail. They promote a positive image of the property to guests, and must be pleasant, friendly, and able to help address problems or special requests.

When housekeeping, the employee provides guests with a clean and comfortable stay.

When serving meal, they provide guests with prompt food and beverage service and work closely with the Chef. The Resort's tourism packages require that guests have all meals, beverages and snacks included during their stay.

The positions are based on a daily, split-shift routine: AM service into housekeeping and PM meal service into clean up/reset for morning service. The average day is 8 to 10 hours plus breaks.

It is expected that the employee(s) in the Guest Services department are able to work 7-days a week for the contracted seasonal time period of 4 to 5 months.

Each guest services employee must be willing to adapt working in housekeeping, food and beverage service, dishwashing, and kitchen clean up, dictated by the number of guests onsite and scheduled accordingly by the Manager.



Job Responsibilities

- These positions require the ability to maintain a season-long, split-shift routine covering schedules such as 7:30am to 1:00pm and 5:30pm to 8:30pm.
- Food and Beverage team duties include early breakfast buffet set up, helping with the picnic packed lunches and/or set-up of on-site lunch service, the mise-en-place of appetizer station, plated dinner service, wine, beer and basic cocktail service.
- Setting of tables and adjusting lights, and fires to make the common room inviting.
- Restocking of server's fridge, breakfast and lunch station, coffee station, snack and fruit bowls and buffet tables. Notifying Management of supplies needed in a timely manner.
- Thoroughly vacuum, clean, dust and polish guest rooms.
- Making beds, changing sheets, removing and replacing used towels and toiletries.
- Ensuring security of guest rooms and privacy of guests.
- Duties also include laundry, light daily housekeeping upkeep of public areas.
- There are 2 change-over days per week. The timeframe to finish the guest rooms is a bit more rapid paced on those days.
- Maintaining an up-to-date knowledge of all chemicals and cleaning products, and the correct handling procedures. Ensuring all maintenance and safety hazards are promptly reported to the Manager to minimize hazard risk.
- Maintaining a professionally groomed appearance, a positive and pro-active attitude, and a calm and capable demeanour.
- Handling cash and gratuities with accuracy, honesty and discretion.
- Requires high sanitation standards and awareness of public health regulations.
- Collaborating with the Chef, the Manager and Maintenance to preserve a cohesive, no-waste, controlled inventory.

Job Requirements/Qualifications

- We are looking for someone who is excited about working in a remote wilderness location, has a love for the outdoors, a strong work ethic, and above all, a positive team-oriented attitude.
- Previous serving and housekeeping experience in a high end.
- Ability to follow instructions.
- Physical mobility and stamina required. May be required to lift up to 15lbs.
- Professional attitude.
- Ability to work independently. Excellent time management skills.
- Housekeeping and food and beverage experience. Must have basic wine knowledge and some mixology.
- Happy to work in remote mountain wilderness and enjoy lodge life.
- Able to work shift work.



Certifications

- ✓ FOODSAFE Level 1
- ✓ Serving It Right
- ✓ First Aid an asset
- ✓ SVOP an asset

Application Process:

If your experience matches the leadership qualities we are looking for, we would like to hear from you. To apply please send a letter and resume to **team@klahooseresort.com**.

Please note that while every effort will be made to reply to all applicants, only short-listed applications will be contacted.