



Fox Harb'r Resort

— Nova Scotia —

Position Description

Position Title: Back Shop Attendant

Position reports to: Manager of Golf Operations

General Description: Reporting to the Head golf professional, the position of Back Shop Attendant includes, but is not limited to, the following responsibilities. The selected candidate will have a strong passion for the industry, showing high level of energy that overflow into how he/she delivers excellent level of service.

Qualifications

1. Golf Background
2. Excellent Customer service skills
3. Attention to details
4. Willingness to learn
5. Excellent employee relations
6. Team Player

Responsibilities

1. Opening and Closing duties
2. Greeting customers upon arrival and departing
3. Offer Assistance to customers
4. Communicate with the Starter on the groups that have arrived
5. Work within a team Environment
6. Preparing activities
7. Execution of the activities

At Fox Harb'r Resort, we know every employee is a valued part of the team.

Our benefits include:

- Competitive wages, Gratuities & Commission
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Golf and Spa services & products
- Complimentary use of the Junior Olympic Pool, Mineral Pool, Hot Tub and Fitness Room
- Team Member rates for Golf on the 18 Hole Championship and Executive Course
- Team Member Activities and Department Incentives
- Team Member housing availability
- Team Member Education Bursary Program

Interested individuals may apply by email:

Human Resources Department

Email: hr@foxharbr.com

While all responses are appreciated, only those applicants who will be invited for an interview will be contacted.



Position Description

Position Title: Vineyard Maintenance Worker

Position reports to: Vineyard Manager

Summary of position: The Vineyard Maintenance Worker is responsible for planting, pruning and all other maintenance duties of vineyard.

Qualifications

1. High School Diploma, GED or equivalent
2. Capable of operating required equipment and tools in a safe and responsible manner.
3. Ability to work both independently with little supervision and as part of a team.
4. Ability to walk, stand, crouch for long periods of time.
5. Enjoy working outdoors.

Responsibilities

1. Planting, cultivating, weeding, pruning and harvesting crops.
2. Conduct daily inspections and maintenance on vehicles, tools and equipment.
3. Wear appropriate personal protective equipment at all times.
4. Comply with all company policies and regulations.
5. Work in accordance with all local health and safety laws and regulations.
6. Perform other duties as directed by manager/supervisor.

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Fox Harb'r Resort

— Nova Scotia —

Position Description

Position Title: Sous Chef

Position reports to: Executive Chef

General Description: To consistently provide quality and production for all food items for daily banquet & a la carte services in an organized and efficient manner. Reporting to the Executive Chef, the Sous Chef is the direct supervisor in the kitchen and actively participates in the creative and innovative processes of expanding the culture of the culinary team of 15 to 20 persons.

Qualifications

1. Must be obsessed with food and have a keen interest in the culinary arts
2. Maintain understanding and knowledge of current trends and practices within the profession
3. Red Seal certification and 5 years experience as Sous Chef or other senior capacity in a similar property
4. Culinary training in a recognized school or apprenticeship program
5. Ability to confidently interact and consult with guests on a daily basis
6. Excellent interpersonal and communication skills in leadership and team problem solving
7. Possess necessary skills and creativity to enhance food quality and presentation standards within a consistency based framework
8. Ability to train others within the defined standards using established and accepted culinary techniques
9. Must display attention to detail and strong organizational skills
10. Ability to deal with several operative outlets and catering venues simultaneously – Fox Harb'r operates three kitchen facilities on property
11. Ensure workplace and food safety requirements are consistently met
12. Inventory management, portion control, and waste minimization
13. Current sanitation certificate, food handler training, WHMIS
14. Emergency first aid and CPR training an asset

Responsibilities

1. Assist Executive Chef in the management and direction of all culinary operations
2. Assume a leadership role in the kitchen to assist in making the kitchen successful everyday
3. Assist in the planning and execution of all menus for dining service and banquet events
4. Ensure all menu items are prepared to standard in a timely and efficient manner and to customer requirements
5. Promote effective communication and co-operation with all departments
6. Follow up on all day to day and extra duties for all Team Members
7. Ensure that all mis en place is completed in a timely and efficient manner
8. Ordering and procurement of required supplies for daily operation, inventory and cost controls
9. Scheduling and labour control
10. Ensure cleanliness and organization of all kitchens is maintained and that all food product is properly stored
11. Ensure all appropriate provincial health regulations and food handling techniques are followed
12. All other assigned duties from Executive Chef.

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Position Description

Position Title: Turf/Landscape Maintenance

Position reports to: Golf Superintendent/Grounds Manager

Summary of position: The Turf/Landscape Maintenance team member's responsibilities includes, but is not limited to, the following responsibilities. The selected candidate will have a strong passion for the industry, showing high level of energy that overflow into how he/she delivers excellent level of service.

Qualifications

1. High School Diploma, GED or equivalent
2. Minimum one year experience in the landscape/construction industry
3. Capable of operating required equipment and tools in a safe and responsible manner
4. Ability to work both independently with little supervision and as part of a team
5. Ability to walk, stand, crouch for long periods of time.
6. Enjoy working outdoors.

Responsibilities

1. Cut grass, trim edges, clean up refuse, blow trimmings, fertilize and water turf and landscape areas
2. Move and install soil, mulch and plant material to assist with the construction of landscape
3. Operate power equipment including, but not limited to, ride on mowers, walk behind mowers, line trimmers, blowers, hedge trimmers, pruning saws, sod cutters and chain saws.
4. Conduct daily inspections and maintenance on vehicles, tools, and equipment
5. Wear appropriate personal protective equipment at all times
6. Comply with all company policies and regulations
7. Work in accordance with all local health and safety laws and regulations
8. Perform other lawn care duties as directed by manager/supervisor gardens and related areas

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Fox Harb'r Resort

— Nova Scotia —

Position Description

Position title: Assistant Food & Beverage Manager

Position reports to: Executive Chef / Director of Food & Beverage

Summary of Position: At Fox Harb'r Resort we are dedicated to creating exceptional experiences for our guests. As part of the Food & Beverage team you must also be dedicated to providing and maintaining the highest quality service standards in a superior professional manner.

Qualifications

1. A secondary school diploma is required
2. Completion of a food service administration, hotel or restaurant management course is an asset
3. Excellent sales skills
4. Excellent customer service skills
5. Good communication skills
6. Leadership skills
7. Excellent organizational skills
8. Must be of legal age to mix and serve alcoholic beverages
9. Knowledge of the products, services, sector, industry and local area
10. Knowledge of relevant legislation and regulations
11. FOODSAFE
12. Serving It Right

Responsibilities

1. Create and implement staff training programs
2. Supervise and schedule food and beverage team members
3. Ensure all SOP's and systems are followed
4. Resolve customer complaints, as well as internal conflict amongst staff, ensure that proper follow up is conducted
5. Order and maintain inventory control costs
6. Analyze and adjust pricing based on goals and percentage structure in place
7. Performance management of all Food & Beverage team
8. Follow up on all billing issues and adjustment of guest folio needs
9. Attend and participate in all Food & Beverage meetings as well as BEO meetings
10. Oversee all payroll input and hour controls
11. Assist with liquor controls, inventory and ordering
12. Ensure standards are met with all set ups in restaurants and banquets
13. Personally strive to maintain and improve the quality and standards of Fox Harb'r

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Position Description

Position Title: Food & Beverage Bus Person

Position Reports to: Executive Chef / Director of Food & Beverage

General Description: Consistently provide our guests with an outstanding dining experience, which is achieved by adhering to our standards of quality and service.

Qualifications

1. At least one year service experience
2. Experience in luxury hotel or fine dining an asset
3. Strong interpersonal and communication skills
4. Ability to work well under pressure in a fast paced environment
5. Ability to work independently and as part of a team effectively
6. Ability to focus attention on guest needs, remaining calm and courteous at all times

Responsibilities

1. Adheres to all company safety and sanitation policies and procedures.
2. Responsible for bus stand cleanliness and stocking.
3. Ensures wait stations remain clean.
4. Empties trash and spot sweeps whenever floor needs it.
5. Performs opening/closing responsibilities, including banquet breakdown/duties.
6. Restocks and prepares supplies for shift change and or close.
7. Follows all tray procedures to minimize loss and ensure food is delivered timely or correctly.
8. Busses and resets tables.
9. Delivers food to tables and ensures the Guests have everything they need.
10. Offers assistance to Guests by clearing away dishes and glassware, and refilling beverages.
11. Assists other Team members as needed or when business needs dictate.
12. Restaurant and/or bar experience preferred, but not required.
13. Must demonstrate ability to clearly communicate with Guests and other Team members.

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Position Description

Title: Food & Beverage Server

Position Reports to: F&B Supervisor, Food & Beverage Director

General Description: Courtesy and efficiency are paramount in any Food Services capacity. The F&B Server plays a key role in the operation to maintain the necessary liaison with guests as well as a balanced relationship with fellow team members in the day-to-day operation. Professionalism and organizational skill are necessary for success in this position.

Qualifications

1. At least one year service experience
2. Experience in luxury hotel or fine dining an asset
3. Strong interpersonal and communication skills
4. Ability to work well under pressure in a fast paced environment
5. Ability to work independently and as part of a team effectively
6. Ability to focus attention on guest needs, remaining calm and courteous at all times

Responsibilities

1. Take a responsible role in day-to-day operation, maintaining and assisting others in the appearance and operating efficiency of all dining areas.
2. To perform all aspects of service expectations and any necessary extra duties as assigned.
3. To adhere to company policies and departmental procedures.
4. To ensure all menu items are entered in POS quickly and correctly with follow up with kitchen team members.
5. To become aware and knowledgeable of all menu specials, shortages or item specifics on a per shift/day basis as well as knowledge of existing menus.
6. To ensure that all prep work and closing work is completed.
7. To ensure the cleanliness and proper storage of all products, tools and workspaces.
8. To ensure all health regulations and food safety techniques are followed.
9. Maintain clean and organized work area.
10. To be diligent in reporting any breakage, incident or safety concern to supervisor or F&B Director.
11. To ask for assistance in areas of service or procedural performance as needed.
12. Maintain the security of information, key control areas, inventories and time management not only displaying responsible actions, but also encouraging them in others.
13. Learn and know areas of product knowledge, service techniques and procedures.
14. Completion of closing tasks such as reports preparation, checklist of completed duties and a synopsis of the shift/day/night where pertinent information is recorded for follow-up or as reporting for incoming team members.
15. Closing tasks may also include the safe and clean state of departure from premises; ensuring areas are locked, closed or turned off as required.

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Dol-ás
— SPA —

Position Description

Position Title: Esthetician

Position Reports to: Spa Director

Dol-as Spa at Fox Harb'r Resort is currently seeking a 5 Star Esthetician for the 2017 season.

Fox Harb'r Resort is a 5 Star 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, NS. We are offering a unique opportunity to an individual to experience a 5 Star Luxury work environment. With this opportunity you will be presented with a distinctive career, experience, and benefits in a World Class setting.

Our Estheticians provide top quality services in their respective field such as facials, manicures, pedicures, hot stone massage, relaxation massage, body wraps, body scrubs, waxing, make-up applications to our guests and members. Our therapists will also be responsible for the reception desk from time to time in their weekly schedule.

Responsibilities

- Performing top quality esthetic services including manicure, pedicure, waxing, tinting, facials and body treatments
- Ensures that all standards of the service protocols are maintained to 5 star levels of service
- Provide professional, confidential service and treatments to our Spa clients
- Sell spa products including merchandise and treatments
- Assist with several functions throughout the Spa including reception, telephone, administration, merchandising including receiving, pricing and stocking of product
- Assist and monitor cleanliness of treatment rooms, lounge and reception
- Control and monitor the use of all product, instruments and equipment
- Report any malfunctioning equipment, shortage of product, instruments and supplies.
- Assist in the control of guest items including robes, sandals, food and beverage wares
- Notify spa management of any client complaint or concern
- Other duties as directed by the Spa Director or Manager

Qualifications

- Current certification as an Esthetician from an accredited school or equal to NS requirements.
- A passion for the industry
- Experience outside of school an asset
- Strong communication skills dealing with guests and team members
- Excellent knowledge of industry techniques and products.

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- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Golf and Spa products
- Complimentary use of the Junior Olympic Pool, Mineral Pool, Hot Tub and Fitness Room
- Employee rates for Golf on the 18 Hole Championship and Executive Course
- Team Member Activities and Department Incentives
- Team Member housing availability
- Team Member Education Bursary Program

Interested individuals may apply by email:

Human Resources Department

Email: hr@foxharbr.com

<http://www.foxharbr.com/careers/>

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Position Description

Position Title: Golf Shop Attendant

Position reports to: Manager of Golf Operations

Summary of position: Reporting to the Head golf professional, the position of Golf Shop Attendant includes, but is not limited to, the following responsibilities. The selected candidate will have a strong passion for the industry, showing high level of energy that overflow into how he/she delivers excellent level of service.

Qualifications

1. Golf Background
2. Excellent Customer service skills
3. Attention to details
4. Willingness to learn
5. Above average computer skills
6. Excellent employee relations
7. Team Player

Responsibilities

1. Opening and Closing the Golf shop
2. Greeting customers upon arrival
3. Ring in green fees
4. Communicate with the Starter on the groups that have arrived
5. Offer assistance to customers looking through the Golf Shop
6. Use selling techniques and product knowledge in selling
7. Keep the Golf Shop neat and tidy
8. Answer the telephone and take golf reservations
9. End of day reconciliation
10. Work within a team environment

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**Position Description****Position Title:** Cook / Commis**Position reports to:** Executive Chef**General Description:** To consistently provide quality and production for daily line and banquet preparation in an organized and effective manner.**Qualifications**

1. Must be obsessed with food and have a keen interest in the culinary arts
2. 2 years experience in a similar position working toward Red Seal certification
3. Ability to maintain food quality and presentation standards within a consistency based framework
4. Excellent interpersonal and communication skills
5. Must display attention to detail
6. Ability to work independently and as part of a team effectively
7. Flexibility

Responsibilities

1. To ensure all menu items are prepared efficiently to standard and to customer requirements
2. To ensure all mis en place is completed in a timely and efficient manner
3. To ensure the cleanliness and proper storage of all food product
4. To follow all appropriate provincial health regulations and food handling techniques
5. Maintain clean and organized work area.
6. To be cognizant of food cost, portion, and waste controls.

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Position Description

Position Title: Guest Service Concierge

Position Reports to: Front Office Director

General Description: The Concierge is an ambassador of the Resort, responsible for greeting and welcoming guests and assisting them throughout their stay.

Qualifications

1. Minimum 2 years relevant experience in a luxury or comparable environment.
2. Previous experience as a concierge
3. Must have knowledge of the local area and the ability to provide valid and relevant directions, recommendations and resources to enable successful fulfillment of guest requests.
4. Nova Scotia driver's license free of any serious demerit points.

Responsibilities

1. Maintain standards of guest service as established by the Front Office Director.
2. Interact positively with guests and take action to resolve problems to the satisfaction of all parties involved.
3. Collect and provide comprehensive information and coordinate guest requests regarding hotel services, local attractions, exhibitions, concerts, theatre, shopping, sport, restaurants, transportation, and any other information of interest. Handle reservations and obtain/issue tickets where applicable.
4. Process and notify guests of receipt of facsimiles, mail, messages, and packages. Assist guests in the sending of facsimiles, mail, messages, and packages.
5. Ensure all information provided to our guests and to team members is current and accurate.
6. Promote team work and quality service through daily communications and coordination with other departments. Be aware and prepare for all in-house group meetings and VIP arrivals.
7. Create special conversations with guests, which identify personal preferences in order to record in guest's profile history.
8. Complete shift checklist and pass on important information.
9. Assist with responsibilities and duties in the absence or heavy volume in the areas of Front Desk and Bell Team Members.
10. Must have the ability to perform other tasks or projects as assigned by hotel management and staff.
11. Must work harmoniously and professionally with co-workers and management.

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Fox Harb'r Resort

— Nova Scotia —

Position Description

Position Title: Guest Services Supervisor

Position reports to: Front Office Director/Resort President

General Description: The Guest Service Supervisor will assist with overseeing, guiding and providing the highest level of guest service through well trained and motivated guest service Team Members. The successful candidate will assist with the day to day operations of the front desk and the guest services department.

Qualifications

- The successful candidate must possess excellent computer skills with a strong working knowledge of Microsoft Office and previous experience with a property management system is an asset.
- A post secondary education is required with a minimum of 5 years guest service experience.
- Excellent oral and written communication skills, proven ability to effectively solve problems and make decisions, professional telephone manner and presentation.
- Strong ability in training, coaching and staff development.
- Must be highly organized, results oriented with the ability to be flexible, work well under pressure and must have exceptional guest service skills.

Responsibilities

1. Assist with leading the resort's Guest Service Attendants at the Front Desk and assist with overseeing the Guest Service Bell Persons.
2. Assist with training, development of team members, ensuring team members are equipped to provide excellent guest service. Establish guidelines so team members understand expectations and parameters.
3. Assisting Front Office Director with scheduling of the guest service team following budgeted labour goals.
4. Responsible for establishing and achieving front office goals, that complements the direction of the resort.
5. Communicates and implements current and new procedures and expectations.
6. Responds and follows up to inquiries relating to guest comments and concerns.
7. Maintain an efficient system of communication between Guest Services and other departments, with particular regard to guest arrivals, departures and occupancy patterns.
8. Be fully knowledgeable on all resort rates, packages and events.
9. Accept, confirm, modify or cancel room reservations
10. Accept and communicate reservations for Food & Beverage, Golf Shop, Spa, Aviation and Sport Shooting etc.
11. To ensure that all special requests of guests are followed through. (room blocking, VIP's, frequent guests, etc)
12. Coordinate and communicate to all appropriate departments any information pertaining to special requirements of a Guest or Group.
13. Responsible for producing and maintaining Gift Certificates
14. Perform all Front Desk Functions (checking in, checking out guests and answering telephones in accordance with Fox Harb'r Resort procedures when required.)
15. Execute all reasonable additional assignments determined by the Front Office Director and Resort President.
16. Be a member of the Fox Harb'r Guest Services Team, remember at all times we are here not only to serve our guests but also to exceed their expectations.

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— Nova Scotia —

Position Description

Position Title: Guest Service Attendant

Position Reports to: Front Office Director/Supervisor

General Description: To extend warm hospitality and provide excellent customer service to our guests.

Qualifications

1. Computer and typing skills with knowledge of Word, Excel and Microsoft Outlook
2. Possess excellent oral and written communication skills, professional telephone manner and presentation.
3. A minimum of high school diploma or equivalent is required.
4. Enrollment in or completion of a Hospitality Management course is preferred.
5. Must be able to work evenings, weekends and holidays.

Responsibilities

1. Welcome guests to Fox Harb'r and ensure they receive a sense of warmth and hospitality every time they deal with Guest Services either by phone or in person.
2. Greet and register Resort guests in a courteous and efficient manner within Fox Harb'r Resort's guidelines for cashiering.
3. Collect and receipt of payment from guests upon check out in a courteous and efficient manner within Fox Harb'r Resort's guidelines for cashiering
4. Communicate all special amenity requirements, priority cleaning assignments and changes in room status and late checkouts to Housekeeping Department and the Bell Persons.
5. Provide impeccable guest service through continuous communication with the Bell Persons for luggage, courtesy transportation and other guest needs.
6. Accept, confirm, modify or cancel reservations.
7. Accept and relay all room service orders.
8. Be fully knowledgeable on all resort rates, packages and events.
9. Provide information to our guests on all the services Fox Harb'r Resort provides (Golf, Spa, Food and Beverage, marina etc.)
10. Perform any other guest service duties as required, (deliveries to guests, handling of complaints).
11. Accept and communicate Guest aviation information.
12. Take immediate and positive action within the guidelines provided in the event of emergency alarm or situation of any nature. Responsible for the full knowledge of fire and safety procedures.
13. Maintain the proper inventory of front desk supplies.
14. Completion of closing tasks such as, balancing at end of shift, checklist of completed duties, entering pertinent information into logbook and passing on information to the next shift.
15. Adhere to Company policies and procedures.
16. Execute all reasonable additional assignments determined by Supervisor or Management Personnel.
17. Be a member of the Fox Harb'r Guest Services Team, remember at all times we are here not only to serve our guests but also to exceed their demands.

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Position Description

Position Title: Housekeeping Night Cleaner

Position Reports to: Director of Housekeeping

General Description: The Night Cleaner is responsible for maintaining the cleanliness of public areas assigned. Previous cleaning experience as well as the ability to communicate to guests preferred.

Qualifications

1. Previous housekeeping experience an asset
2. Excellent communication and organizational skills
3. Strong interpersonal and problem solving abilities
4. Be neat and professional in appearance
5. Ability to work independently and as part of a team effectively
6. Ability to focus attention on guest needs, remaining calm and courteous at all times

Responsibilities

1. Consistently offer professional, friendly and engaging service
2. Clean assigned public areas throughout resort
3. Empty trash in all public areas and clean public area restrooms
4. Clean all mirrors, inside of windows, wipe and dust all surfaces
5. Responsible for moving and placing back furniture to its original place
6. Vacuum, mop floors
7. Follow departmental policies, procedures and service standards
8. Report necessary maintenance items
9. Follow all safety and sanitation policies
10. Other duties as assigned

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- Competitive wages, Gratuities
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Golf and Spa services & products
- Complimentary use of the Junior Olympic Pool, Mineral Pool, Hot Tub and Fitness Room
- Employee rates for Golf on the 18 Hole Championship and Executive Course
- Team Member Activities and Department Incentives
- Team Member housing availability
- Team Member Education Bursary Program

Interested individuals may apply by email:

Human Resources Department

Email: hr@foxharbr.com

While all responses are appreciated, only those applicants who will be invited for an interview will be contacted.

Position Description

Position Title: Registered Massage Therapist (RMT)

Position Reports to: Spa Director

Dol-as Spa at Fox Harb'r Resort is currently seeking an RMT for the 2017 season.

Fox Harb'r Resort is a 5 Star 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, NS. We are offering a unique opportunity to an individual to experience a 5 Star Luxury work environment. With this opportunity you will be presented with a distinctive career, experience, and benefits in a World Class setting.

Our therapists provide top quality services in their respective field and integrate health, wellness and therapeutic work tailoring each treatment to the specific needs of our guests leaving them refreshed, relaxed and rejuvenated.

Responsibilities

- Providing top quality services in their respective field such as massage, hot stone massage, body wraps, body scrubs, and hydrotherapy treatments
- Ensures that all standards of the service protocols are maintained to 5 star levels of service
- Be open to research and new training techniques that may arise in the given field
- Always professional when dealing with guests or other team members
- Has product and treatment knowledge of the Spa
- Ensures that all standards of the service protocols are maintained to 5 star levels of service
- Provide professional, confidential service and treatments to our Spa clients
- Sell spa products including merchandise and treatments
- Assist with several functions throughout the Spa including reception, telephone, administration, merchandising including receiving, pricing and stocking of product
- Assist and monitor cleanliness of treatment rooms, lounge and reception
- Control and monitor the use of all product, instruments and equipment
- Report any malfunctioning equipment, shortage of product, instruments and supplies
- Assist in the control of guest items including robes, sandals, food and beverage wares
- Notify spa management of any client complaint or concern
- Other duties as directed by the Spa Director or Manager

Qualifications

- Current certification as an RMT from an accredited school with 2200 hours or equal to NS requirements.
- A passion for the industry
- Experience outside of school an asset
- Strong communication skills dealing with guests and team members
- Excellent knowledge of industry techniques and products: hot stone, body wraps etc.

At Fox Harb'r Resort, we know every employee is a valued part of the team.

Our benefits include:

- Competitive wages, Gratuities & Commission
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Golf and Spa products
- Complimentary use of the Junior Olympic Pool, Mineral Pool, Hot Tub and Fitness Room
- Team Member rates for Golf on the 18 Hole Championship and Executive Course
- Team Member Activities and Department Incentives
- Team Member housing availability
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Position Description

Position Title: Housekeeping Room Attendant

Position Reports to: Executive Housekeeper

General Description: The Room Attendant is responsible for maintaining the cleanliness of the guest suites assigned. Previous cleaning experience as well as the ability to communicate to guests preferred.

Qualifications

1. Previous housekeeping experience an asset
2. Excellent communication and organizational skills
3. Strong interpersonal and problem solving abilities
4. Ability to work independently and as part of a team effectively
5. Ability to focus attention on guest needs, remaining calm and courteous at all times

Responsibilities

1. Consistently offer professional, friendly and engaging service
2. Clean all assigned guestrooms including: dusting, making beds, soiled linen removal from rooms, and retrieval of clean linen from linen closets, vacuuming, bathroom cleaning, inside window cleaning, replenish rooms with supplies
3. Maintain proper usage of cleaning supplies and equipment
4. Update and record all cleaned rooms
5. Return and properly tag all lost and found articles in the Housekeeping Office
6. Follow departmental policies and procedures and service standards
7. Report necessary maintenance items
8. Follow all safety and sanitation policies
9. Other duties as assigned

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Our benefits include:

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- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Golf and Spa services & products
- Complimentary use of the Junior Olympic Pool, Mineral Pool, Hot Tub and Fitness Room
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Position Title: Reservations Manager
Position reports to: Front Office Director

Summary of Position: To provide superior guest service at the point of reservation and ensure that all room inventory is maintained and managed for both group and individual travelers.

Responsibilities:

- Be fully knowledgeable on all resort rates, packages, activities and events
- Accept, confirm, modify or cancel room reservations
- Responsible for reservations for Member's Events
- Check all previous day's reservations for accuracy
- Accept and communicate reservations for Food & Beverage, Golf, Spa, Sport Shooting & Aviation
- To ensure that all special requests of guests are followed through (Room blocking, VIP's, frequent guests, etc)
- Coordinate and communicate to all appropriate departments of any information pertaining to special requirements of a Guest or Group
- Ensure Guest profiles are accurate and up to date with no duplicates
- Liaise with Conveners in regards to rooming lists when instructed to do so by the Catering Services Manager
- Entering and Managing Group rooming lists
- Prepare for group arrivals by ensuring rooming lists, billing, and special requests are all completed according to the Banquet Event Order
- Assist with leading the resort's Guest Service Attendants at the Front Desk and assist with overseeing the Guest Service Bell Persons.
- Responsible for preparation and distribution of the occupancy forecast
- Know how to perform all Guest Service functions (check-ins, check-outs, switchboard operation) in accordance with Fox Harb'r Resort procedures when required
- Manage room inventory through our website and other online travel agent sites
- Assist with rate yield management
- Execute all reasonable additional assignments determined by the Front Office Director and Resort President
- Be a Team Member of Fox Harb'r Resort & Guest Services, remember at all times we are here not only to serve our guests but also to exceed their expectations.

Qualifications:

- Strong knowledge of Word, Excel & Outlook
- Minimum of one-year Guest Service experience
- High school diploma or equivalent
- Excellent oral and written communication skills
- Proven ability to effectively solve problems and make decisions
- Professional telephone manner and presentation
- Must be highly organized, results oriented with the ability to be flexible, work well under pressure and must have exceptional guest service skills.
- Must be able to work holidays and weekends if necessary

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Fox Harb'r Resort

— Nova Scotia —

Dol-ás
SPA

Position Description

Position Title: Registered Massage Therapist (RMT)

Position Reports to: Spa Director

Dol-as Spa at Fox Harb'r Resort is currently seeking an RMT for the 2017 season.

Fox Harb'r Resort is a 5 Star 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, NS. We are offering a unique opportunity to an individual to experience a 5 Star Luxury work environment. With this opportunity you will be presented with a distinctive career, experience, and benefits in a World Class setting.

Our therapists provide top quality services in their respective field and integrate health, wellness and therapeutic work tailoring each treatment to the specific needs of our guests leaving them refreshed, relaxed and rejuvenated.

Responsibilities

- Providing top quality services in their respective field such as massage, hot stone massage, body wraps, body scrubs, and hydrotherapy treatments
- Ensures that all standards of the service protocols are maintained to 5 star levels of service
- Be open to research and new training techniques that may arise in the given field
- Always professional when dealing with guests or other team members
- Has product and treatment knowledge of the Spa
- Ensures that all standards of the service protocols are maintained to 5 star levels of service
- Provide professional, confidential service and treatments to our Spa clients
- Sell spa products including merchandise and treatments
- Assist with several functions throughout the Spa including reception, telephone, administration, merchandising including receiving, pricing and stocking of product
- Assist and monitor cleanliness of treatment rooms, lounge and reception
- Control and monitor the use of all product, instruments and equipment
- Report any malfunctioning equipment, shortage of product, instruments and supplies
- Assist in the control of guest items including robes, sandals, food and beverage wares
- Notify spa management of any client complaint or concern
- Other duties as directed by the Spa Director or Manager

Qualifications

- Current certification as an RMT from an accredited school with 2200 hours or equal to NS requirements.
- A passion for the industry
- Experience outside of school an asset
- Strong communication skills dealing with guests and team members
- Excellent knowledge of industry techniques and products: hot stone, body wraps etc.

At Fox Harb'r Resort, we know every employee is a valued part of the team.

Our benefits include:

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- Discounts on Golf and Spa products
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Position Description

Position Title: Housekeeping Property Attendant

Position Reports to: Director of Housekeeping

General Description: The Property Attendant is responsible for maintaining the cleanliness of public areas assigned. Previous cleaning experience as well as the ability to communicate to guests preferred.

Qualifications

1. Previous housekeeping experience an asset
2. Excellent communication and organizational skills
3. Strong interpersonal and problem solving abilities
4. Be neat and professional in appearance
5. Ability to work independently and as part of a team effectively
6. Ability to focus attention on guest needs, remaining calm and courteous at all times
7. Valid Drivers License

Responsibilities

1. Consistently offer professional, friendly and engaging service
2. Clean assigned public areas throughout resort
3. Empty trash in all public areas and clean public area restrooms
4. Clean all mirrors, inside of windows, wipe and dust all surfaces
5. Responsible for moving and placing furniture back to its original place
6. Vacuum, mop floors
7. Follow departmental policies, procedures and service standards
8. Report necessary maintenance items
9. Follow all safety and sanitation policies
10. Other duties as assigned

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Our benefits include:

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- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Golf and Spa services & products
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