



Fox Harb'r Resort

— Nova Scotia —

Title: Food & Beverage Server

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

Salary: \$11.00/hourly, gratuity

Fox Harb'r Resort is a 5 Star, 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, Nova Scotia. We are offering a unique opportunity for you 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.

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 the cleanliness and proper storage of all products, tools and workspaces.
7. To ensure all health regulations and food safety techniques are followed.
8. Maintain clean and organized work area.
9. To be diligent in reporting any breakage, incident or safety concern to supervisor or F&B Director.
10. To ask for assistance in areas of service or procedural performance as needed.
11. Maintain the security of information, key control areas, inventories and time management not only displaying responsible actions, but also encouraging them in others.
12. Learn and know areas of product knowledge, service techniques and procedures.
13. 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.
14. Closing tasks may also include the safe and clean state of departure from premises; ensuring areas are locked, closed or turned off as required.

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

Our benefits include:

- Competitive wages, Gratuities
- Travel Fuel Allowance
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Accommodations, Golf and Spa services & products
- Friends and Family Rates for overnight accommodations
- Complimentary use of the Junior Olympic Pool, Mineral Pool and Fitness Room
- Team Member rates for Golf, Sport Shooting, Kayaking, Trail Rides etc.
- Team Member Activities and Department Incentives
- Team Member Education Funding and Bursary Program
- Team Member housing availability

If you have the talent, dedication and level of commitment we're looking for and would like to advance your career in hospitality at Fox Harb'r Resort, submit your resume and cover letter to:

Human Resources Department, Ann Jeffreys



Position Title: Guest Service Bell Person
Position Reports to: Front Office Director/Supervisor
Salary: \$11.50/hourly

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General Description: To provide the highest level of customer service to our guests and to perform all cleaning and maintenance procedures in a timely, professional manner.

Qualifications

1. Nova Scotia driver's license free of any serious demerit points.
2. A professional appearance and attitude.
3. Must demonstrate friendly, professional and proactive Guest Service skills.
4. Must be willing and able to work nights, weekends and holidays and be physically capable of meeting the demands of the position.

Responsibilities

1. Carry out all Bell Person responsibilities in accordance with Fox Harb'r procedures.
2. Provide impeccable guest service through continuous communication with the Guest Service and Housekeeping departments.
3. Greet all Resort guests and assist with their luggage and show them to their suites.
4. Perform any other guest service duties as required, (shuttling of guests around the Resort property, deliveries to guests, handling of complaints etc.)
5. Room Service - set up of trays, delivery and follows through in accordance with Fox Harb'r procedures.
6. Maintain the general appearance of the Clubhouse, Spa building and exterior surroundings.
7. Assist F&B in the set up and breakdown of events.
8. Maintain daily logbook of guest activities and requests.
9. Maintain delivery logbook
10. Delivery of internal and external mail from Clubhouse to Maintenance building
11. Delivery of newspapers to guests and members
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. Adhere to Company policies and procedures.
14. Execute all reasonable additional assignments determined by Supervisor or Management Personnel.
15. 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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Human Resources Department, Ann Jeffreys

Email: hr@foxharbr.com

Mail: 1337 Fox Harbour Rd., Fox Harbour, NS B0K 1Y0

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



Position Title: Housekeeping Property Attendant
Position Reports to: Director of Housekeeping
Salary: \$11.50/hourly

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General Description: The Property Attendant is responsible for maintaining the inventory of supplies and linens into various areas of the Resort and daily cleaning tasks in the public areas

Qualifications

1. Must possess a valid Canadian driver's license
2. Previous experience in a hotel environment is an asset
3. Be neat in appearance. Grooming, jewelry and body art will meet Fox Harb'r standards
4. Be physically fit. This position requires a lot of lifting up to 50lbs, bending, stretching, flights of stairs and climbing stepladders
5. Excellent communication and organizational skills with some priority thinking
6. Ability to work independently and as part of the team
7. Ability to interact with our guests in a polite friendly manner
8. Enjoy working varied shifts, weekends and holidays

Responsibilities

1. Clean assigned public areas throughout Resort
2. Collect soiled linens and restock linen closets
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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Position Title: Housekeeping Room Attendant
Position Reports to: Director of Housekeeping
Salary: \$11.50/hourly

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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. Be neat and professional in appearance
5. Position requires significant walking, standing, stretching, bending, climbing and lifting
6. Ability to work independently and as part of a team effectively
7. 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 and patio 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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