

Front Desk Clerk/Guest Services.

The Lodge:

One of Canada's finest small resorts. We have been in business 17 years and enjoy a high reputation for beauty, guest service, food and activities, amongst our clientele.

The Amazing Setting:

Lodge at Pine Cove is located on the extraordinarily beautiful French River, a huge system of lakes and drops, in north-eastern Ontario. We are a few minutes canoe ride from the French River provincial park. This was the highway to the West for the voyageurs in the days of exploration. The lodge is set in a private and beautiful setting with over 3000 feet of shoreline. We are 3 1/2 hours from Toronto, 1 1/2 hours from Parry Sound, 1 hour 20 mins from Sudbury.

The current owner built the lodge beginning in 1999. It has a superb main lodge building with dining areas looking out over the water, library, kitchen, front desk and many places for guests to relax. Accommodation is in 17 private cottages accessed by a pedestrian bridge and they range in size from 3, 2, 1 bedrooms and studios. The cottages are luxurious and cater to a guest who wants privacy, quiet, soft adventure activities - canoeing, kayaking, hiking, swimming, picnicking and general relaxation.

The Fun, the Room & Board:

Canoes, kayaks & paddle-boards are available to any employee to use, with permission, during their time off. The water system here is largely undeveloped and there are many beautiful places to explore; islands, bays & channels for picnics, swimming, hiking or camping, painting, photography, etc.

Your living space is provided free of charge and if you decide to eat with us, the cost is \$10.00/day - food is excellent and plenty of it.

A bonus is paid for completing the season successfully - *we like paying bonuses.*

Tips are a normal perk and usually add-up to a considerable amount during the season. The lodge is small, intimate, so you are not part of large machine. You will have hands on experience with many things to enhance your knowledge of the resort/boutique hotel industry.

Training will come from experienced staff who either have a long background with the resort or have an extensive professional background in management.

Yes, there are real responsibilities:

Look after guest experience at arrival and departure

Provide guests with distinctive service, efficiently and courteously

Listen to guest requests and respond to them in a prompt manner

Handle check-in documentation with guests

Handle check-out documentation with guests including final invoicing & payment.

Take the initiative with guests, asking for feed-back and take appropriate actions when necessary

Explain activities to guests to engage them in their surroundings - water activities, hiking, dining, resort or local events.

Handle Front Desk daily tasks

Provide excellent communication with other departments (Housekeeping, Kitchen, Maintenance, Administration)

If you know how to paddle a kayak or canoe or operate a motorboat that is a bonus and will lead you to perhaps being able to guide or assist with guest excursions occasionally.

At times you will be required to take a guest into their accommodation, serve a drink at the bar, make a cup of tea and for a wedding or big group event (we do a few per season) help serve or work with us in the kitchen. *None of these tasks are primary for you but when a hole is needed to be filled you may be the one to do it, because the guest needs to know that we go above and beyond with service, all the time.*

You will be the guest's main point of contact.

Qualifications:

Front Desk experience would be great but not absolutely necessary - *Just that you really like people!*

Engaging, bright and well presented with excellent communication skills - *The gift of honest gab will serve you well!*

Great attention to detail - *This is a detail industry as you probably know!*

Want to exceed expectations and provide excellent service? *If so, apply for this position!*

Degree/Diploma in Hospitality Management or in second/third year of studies would be excellent - *Or you already have that experience that school just cannot quite give you!*

Excel, Windows & fine written communication skills - *Not a novelist nor computer nerd but close!*

HTML - ability to be able to make corrections to websites & understand the tech side of computers would be useful - *Tech wizards are useful on the Canadian Shield!*

Ability to do arithmetic is essential - *You don't have to be a Sudoku champion!*

Be fit and be able to lift reasonable weights to assist guests with a request - *An Olympian weight lifter probably not but the moral is; the fitter you are the better you will feel!*

No night shifts, only days and evenings - *Guess what? You can get some sleep!*

Our Commitment to you:

We want you to acquire skills that will be useful for your career, be a valued member of our resort team, love your job, never want the season to end and yearn to come back.

In other words we will train you to be competent, you will have excellent supervisory staff as a resource and they will help you when you need it. Our goal is that by the end of the season you will have the expertise to be able to handle this job beyond anyone's expectation and be ready for other challenges.

Compensation package -. You will be well compensated according to your experience. *It will NOT be minimum wage.*

Start Date - Late April 2016

Finish Date - Late October 2016

For contact details:

Please reply by email, with your resume and references to alex@frenchriver.com