



# CALLAGHAN COUNTRY

*Routes of wilderness*

## JOB DESCRIPTION

Position: Lodge Host                      Reports to: Operations Manager  
Status: Full time, seasonal (October 1 – April 30)  
Employment includes room & board at Callaghan Backcountry Lodge

### Job Summary:

Callaghan Country Wilderness Adventures is a winter adventure centre located in the Upper Callaghan Valley, minutes away from Whistler, BC. In the heart of Callaghan Country, 22km from the main staging area, is the deluxe Callaghan Backcountry Lodge – an intimate Inn that can host up to 16 people in 8 private rooms. While at the Lodge, guests can enjoy a variety of winter recreation activities including guided alpine ski and snowboard touring, Nordic skiing, snowshoeing, tobogganing, and snowmobiling. Packages include snowmobile transportation to and from the Lodge, all meals, hosting, and guided and non-guided activities.

As the Lodge Host, it is your job to make sure that every guest has an incredible stay at Callaghan Backcountry Lodge. You are responsible for all of the inside lodge operations, including Food & Beverage. It is your attention to detail and your commitment to first-class service and hospitality that will add the finishing touch to the entire Callaghan experience. You are passionate about the backcountry experience, and you enjoy sharing the experience with the guests. You make each guest feel welcome and strive to make them feel special, comfortable, relaxed, safe, taken care of, and generally, right at home. You recognize that each guest is an individual and has unique needs, values, and behavior styles. It is your mission to understand and learn about each guest so that you can find ways to add value to their individual experience. You recognize that some guests may seem 'high maintenance,' but you see these people as an opportunity for you to practice your patience and understanding so that you can contribute positively to their vacation.

You are a true people person, yet you thrive on the challenge of living in a remote location for long periods of time. You are adventurous and you love the outdoors. You are an independent self-starter, a hard-worker, and a team player. You have a keen eye for detail and you take the initiative to do what needs to be done to ensure that each guest has an incredible time in Callaghan Country. You are passionate about providing amazing hospitality to each and every guest.

### Job Responsibilities:

#### Guest Service / Hospitality

- Genuine Care:
  - Demonstrate high levels of energy and enthusiasm at all times.
  - Take the time to listen and understand things from the guest's point of view.
  - Interact with every guest in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy.
  - Empathetic: recognizes the feelings of others and responds with sensitivity.
  - Make every aspect of the guest's experience interesting and alive.

- Anticipatory Service:
  - Be proactive and make sure that you have all of the information, tools, equipment, and supplies that you need to do your job well.
  - Understand that each guest has different expectations and different ideas of what adventure is. Establish what these expectations and perceptions are, and then adjust your style to exceed these expectations.
- Professionalism:
  - Provide personal, friendly and efficient service that exceeds expectations.
  - Ensure that you have the knowledge and skill necessary to do your job. Attend training courses, seek out training opportunities, keep your certifications up to date, and make sure that you are knowledgeable about all facets of the operation → including history, equipment, the Olympics, flora & fauna, etc.
  - Be accurate with the information that you provide. If you don't know the answer, tell the guest that you don't know, and then take it upon yourself to find out the answer.
  - Keep guests and other staff informed and engaged at all times.
  - Be well-groomed at all times.
  - Welcome each guest or group of guests to the lodge and give a lodge orientation tour (show them the slippers, instructions about lodge systems, water usage, our recycling efforts, etc.)
  - Ensure that the lodge is clean, warm, and inviting before the arrival of all guests (fire going, hot drinks available, hot food waiting, etc.)
  - Keep track of all Lodge rental equipment, assign equipment to individual guests using rental equipment tracking forms, and provide instruction on usage to those guests requiring it
  - Be awake each morning before any of the guests, and have the coffee on by 6am
  - Make sure that all guests are aware of the photo album and guest book, and that they are asked to sign the guest book and send us photos to add to the album (and on-line album)
  - Make sure that all beds are made up and ready for each guest → this is especially important when the pull-outs are being used.
- Accountability:
  - Take responsibility for following through and ensuring that all requests are met with a solution or an answer that exceeds expectations
- Staying Connected:
  - Give undivided attention to the unique tasks, needs or people at the lodge.
- Making it Right:
  - Seize opportunities to recover and enhance service.
  - Reach a win-win solution by listening, empathizing, seeking understanding, and fixing any concerns that come your way.
  - Genuinely thank staff or guests for bringing concerns to your attention.

### **Food & Beverage**

- Work with the General Manager to develop a consistent 7 day menu
- Prepare and operate a daily food cost budget
- Plan, prepare, and clean up after all meals (other staff/guides working at the lodge will assist you when they are able, but ultimately this is your responsibility)
- Bake fresh breads, cookies, muffins, squares, and other delicious treats daily
- Keep track of all Food and Beverage pantry/food/supplies/equipment and provide proactive shopping lists to the Operations Manager

### **Housekeeping**

- Keep the interior of the Lodge clean and well-maintained as per the duties outlined on the lodge / housekeeping checklist

### **General Maintenance**

- Keep track of all lodge supplies (candles, dinnerware, napkins, mantles, matches, etc.) and provide proactive supply lists to the General Manager
- Perform outside Lodge maintenance as per the Lodge / housekeeping checklist, or advise the Operations Manager of what is required, should your inside responsibilities prevent you from performing these duties in a timely fashion
- Advise the Operations Manager of any issues with the generator or propane systems to ensure that maintenance is performed in a timely way
- Able to trouble-shoot minor problems with all lodge systems (pump house, water line, propane, generator)

### **Team Work / Communication**

- Communicate with the Adventure Coordinator about upcoming reservations, to determine rental requirements, dietary restrictions, and food allergies
- Communicate with the Adventure Coordinator, General Manager, and Outside Guy on a continuing basis to coordinate access & Lodge use issues
- Seek out opportunities to help others and share workloads and to ask for help when it is needed, so that the quality of the guest experience is never compromised
- Complete all tasks in a timely fashion
- Be punctual for all meetings
- Resolve team conflict respectfully and effectively
- Complete a 5-15 form each week and submit it to the Operations Manager → this form is a brief summary of what you have done that week, and it gives you an opportunity to outline your successes, highlight any challenges, identify action items, and provide ideas and feedback on how you think things can be done better

### **Record-Keeping**

- Guest Profile Forms:
  - Record any details of food preferences not already captured on the profile form
  - Learn at least one interesting thing about each guest (birthday / anniversary / hobby / favorite team / etc. ) and record it on their profile form
  - Submit completed profile forms to the Adventure Coordinator on a weekly basis so that the new information can be added to the guest's permanent profile
- Weather Observations:
  - Record weather and snow observations DAILY and contact the marketing manager DAILY with an updated report (including xc trail conditions)
- F&B:
  - Maintain a log of all food promos (staff meals, fams, etc.)
  - Maintain a tracking sheet for all food waste
- Lodge / Housekeeping
  - Complete the Lodge / housekeeping checklist on a daily basis
  - Advise Ops manager of any maintenance issues that need attention
- Equipment rental
  - Complete all required rental equipment forms, including getting credit card #'s for deposits, and to file all completed forms in an organized fashion

### **Commitment to the Environment**

- Reflect at all times a commitment to environmental sustainability
- Work with the Operations Manager to source locally produced (preferably organic) food whenever possible
- Work with the Operations Manager to develop menus that reduce our reliance on pre-packaged goods
- Work with the Operations Manager to source recycled paper products (napkins, toilet paper, paper towels, etc.)
- Implement a visible waste and recycling program (separating plastics, glass, tin, aluminum, cardboard, paper, etc.)
- Look for ways to educate guests about our efforts to reduce our footprint (i.e. water usage, recycling, reducing, reusing)

### **Risk Management**

- Reflect at all times a commitment to risk management and safety
- Report any unsafe conditions that you see to the Operations Manager and follow up with him to make sure that they are taken care of
- Aware of your surroundings at all times and make decisions to minimize risk to you and to company equipment → Always air on the side of caution.
- Respects machinery and equipment: reports damage and maintenance issues immediately
- Demonstrates good skill and safe practices when operating all company equipment

### **Qualities:**

- **Passionate** about delivering extraordinary guest service and always striving to provide guests with the best experience possible, every day
- **Self-starter** with an incredible work ethic, keen to learn new skills and able to work with little or no supervision
- **Hard-worker**, able to work long hours, but still have the coffee on by 6am and breakfast served by 7am every day
- **Team player**, exemplifies the term “Jack of all Trades” by taking the initiative to help out in every aspect of the operation, whenever necessary
- **Positive attitude:** Enthusiastic, friendly, adventurous, confident, dependable, and professional
- **Strong problem-solver:** able to handle complex challenges and solve problems utilizing a win-win approach
- **Quick learner**, with a desire to learn and develop new skills
- **Excellent communication skills**
- **Highly organized**, with an eye for detail
- **Physically fit**

### **Qualifications:**

- Previous hospitality / Lodge hosting experience an asset
- Previous experience working outdoors in remote locations
- Amazing flair for cooking & baking (experience working in a commercial kitchen and cooking for groups is an asset)
- First-aid certification (minimum 40 hour course)
- Level 1 Ski Operations certificate an asset
- Must continually strive to reflect our core values: Team Play, Quality, Respect, Commitment, Integrity, & Fulfillment