CALLAGHAN COUNTRY
Routes of wilderness

Position Description

Title: *Live-in Chef / Lodge Host(ess)*

Status: *Full time, seasonal (December 1 – April 15)*

Reporting to: *General Manager / Operations Manager*

Remuneration: *Salary commensurate with experience and includes room & board at Journeyman Lodge*

Location: *Journeyman Lodge, Remote Location (trail access only) Callaghan Valley, BC*

Company Information

Callaghan Country Wilderness Adventures is a winter adventure centre located in the Upper Callaghan Valley. It is a 20 minute drive south of Whistler, BC (45 min. north of Squamish, BC). Part of the Ski Callaghan experience, our customers can enjoy a variety of winter recreation activities including alpine ski and snowboard touring, Nordic skiing, and snowshoeing…all self-propelled from our cozy staging facilities at the Alexander Falls Base Area. In the heart of Callaghan Country is the deluxe Journeyman Lodge – an intimate backcountry Inn that can host up to 22 people. Both our lodge and day guests represent a wide range of winter recreation enthusiasts: from never-ever beginners to highly skilled and savvy mountain adventurers. At Callaghan Country we embrace everyone who walks through our doors, always mindful of our intention to evoke the spirits of CHALLENGE, INSPIRATION, and ENRICHMENT in nature's beauty.

Overview

As the Lodge Chef, your primary responsibility is to ensure that food service at Journeyman Lodge is second to none. You will design, execute, and manage all kitchen and catering needs at Journeyman Lodge. You will determine our winter season menu that can easily be adapted to accommodate a variety of unique dietary allergies and requirements. You will be accountable to effectively manage the kitchen and facilities in compliance with all health and safety regulations. Depending on the composition of the three person Lodge Team, you may also be the Team Leader in delivering first class results to all of our guests.

This position is highly customer service oriented so you will also responsible for working directly with the Lodge Host(ess) to ensure each and every guest has an incredible stay at Journeyman Lodge. You are a chef, a baker, and a host(ess). 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 Country 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.

Key Accountabilities/Deliverables

Food & Beverage (50%)

• Menu development, administration, and execution consisting of:

~ Continental Breakfast offering fresh baking, cereals, hard boiled eggs, yogurt, fresh fruit, toast/bagels

~ Lunch (Bagged) for guests venturing out from Lodge, offering unique options for sandwich, wraps, baking, sweets, trail mix and fruit or

~ Lunch (Hot) For guests staying in Lodge, offering same sandwich options but with a homemade soup (Three standard hearty soups on rotating menu, with one additional vegan option always available)

~ Lunch (Fresh Lunch in the Alpine) for incoming day tripping guests offering soup and sandwich and a simple three course hot lunch option

~ Dinner for overnight guests (max. 24 persons). Offering a single meal each night drawn from a list menu of 5 options which can be provisioned for in a remote location and re-supplied as needed (daily). Typically these options would include a four course meal including soup, salad, main course and dessert.

~ Special Events Catering. Occasional wedding , corporate retreat offering two options

• Administration of all weekly grocery and supplies provisioning including maintenance of inventory levels of all ingredients, supplies and equipment and reporting as required to the General Manager

• Supervise and facilitate the food ordering (YEN Bros), delivery process and ensuring timely scheduling, proper food storage and transportation of goods to the Lodge in a timely and efficient manner

• Work with the Assistant General Manager to promote and monitor a high quality food services program

• Preparation and maintenance of a daily food cost budget in accordance with framework provided by the General Manager (or designate) and applying effective cost controls as necessary

• Plan, prepare, and clean up after all meals

• Ensure the quality of fresh baked breads, cookies, muffins, squares, and other sweets on a daily basis

• Work proactively to anticipate dietary needs, and when appropriate, follow up directly with guests regarding any unique upcoming menu requirements, dietary restrictions, and food allergies

• Record any details of food preferences or other points of interest and communicate them to the Assistant Manager so that they may be added to the guest's permanent profile

• Maintain kitchen and equipment to standards compliant with licensing laws, health and safety and other statutory regulations (industry grade kitchen and dishwasher)

Guest Service / Hospitality (20%)

• Act as host character of Journeyman Lodge and general ambassador for Callaghan Country Wilderness Adventures with all guests, shareholders, media reps, and industry partners

• Be conversant and able to lead a discussion in accordance with the company's "Meet & Greet" policy for welcoming each new guest to the lodge

• Maintain professional personal grooming and attire standards at all times

• Assist in efforts to keep the lodge clean, warm, and inviting before the arrival of all guests (fire going, hot drinks available, hot food waiting, etc.)

• Demonstrate high levels of energy and enthusiasm for the Callaghan Country experience and an authentic body of knowledge when offering itinerary ideas and suggestions to guests for their day's outings

• Consistently interact with each and every guest in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy

• Actively promote guest engagement, encouraging feedback, participation in social media reviews, and repeat visitation

• Be well versed in each of Callaghan Country's adventure packages and programs so that you are in a position to 'soft sell' the whole spectrum of experiences

• Seize opportunities to recover and enhance services, seek out opportunities for service innovation

Teamwork / Communication (15%)

• Train and supervise lodge team members in kitchen procedures and overall lodge systems
• Attend weekly team meetings every Friday morning with enthusiasm and active participation
• Provide all team members with adequate tools and knowledge to relay menu details (timing, ingredients, etc.) to guests and potential guests
• Call the Adventure coordinator at 11am each day to confirm lunch orders for the Fresh Lunch in the Alpine program
• Communicate any guest meal upgrades to the Adventure Coordinator so the correct charges can be applied to the account
• Ensure all company forms and documents are submitted directly to the appropriate team member with record of transmission
• Proactively learn about the workloads and rhythms of all other team members so that you may conduct your communications and requests both respectfully and effectively
• 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

Facility & Operations Maintenance (10%)

• Maintenance of lodge supply inventory (décor, candles, dinnerware, napkins, mantles, matches, bedding etc.) and proactive supply lists to the General Manager
• Maintain a clean and welcoming lodge interior, assisting with the duties outlined on the lodge housekeeping checklist on a daily basis
• Perform exterior lodge maintenance such as regular snow shoveling of all entrances, decks and roof clearing
• Operate and maintain snowmobile equipment for personal, guest, and supply transportation
• Assist in the maintenance of general lodge systems and procedures (propane & wood heat, water treatment, outdoor generator, waste management & pest control)

Risk Management (5%)

• Participate fully during the training process and take full responsibility to build a strategy for effectively coping with any staff knowledge and/or skill gaps
• Ensure that you are well versed in Callaghan Country's safety procedures and are proficient in the use of its safety equipment
• Ensure that you are well versed and prepared to engage in Callaghan Country's emergency response procedures

Position Requirements

- Must have own transportation
- Lifting or moving up to 80lbs will be required
- Passion for culinary arts and 'foodie' culture
- Familiarity with industrial kitchen systems, equipment, and procedures
- Essential to personally enjoy/have familiarity with outdoor pursuits such as Nordic Skiing, Snowshoeing, and Alpine Touring
- Must be a self starter with the ability to work in a team environment, take initiative, assess priorities and multi-task, competently
- Will perform a variety of activities with a high level of accuracy within an, often, high-stress and fast-paced work setting (reliably, during peak periods such as the Christmas Holidays)
- Capacity to independently operate a snowmobile in variable conditions
- A collection of professional references will be required prior to final interviews
- Personal time commitment to a full season contract with Callaghan Country

Education/Experience

- A college diploma or culinary certification (Red Seal, Food Safe and Serving it Right are assets)
- Previous hospitality / lodge hosting experience and asset
- Proven experience planning meals and cooking for groups of up to 16-48 people

- Proven background: Minimum 2 yrs working in a food & beverage culinary management role
- Proven background: Minimum 1 yr working in a similar role executing a full day of meals in a remote location
- Proven background: Passing kitchen and equipment inspections compliant with licensing laws, health and safety and other statutory regulations
- Demonstrated initiative in community and volunteer endeavors

Core Competencies

- **CULINARY PROFESSIONALISM** Extensive knowledge of food handling, inventory management, cost control and sanitation practices. Able to effectively execute a reputable menu with little to no support.
- **SERVICE EXCELLENCE** Implies an inherent passion to identify, relate, and serve guests, focusing one's efforts on discovering and exceeding their needs, every day.
- **TEAMWORK** Demonstrates the ability to work cooperatively, participate fully, communicate clearly, involve and encourage others, contributing to a cohesive team environment.
- **TENACIOUS ENDURANCE** Proactively responds to constantly changing and demanding workloads. Able to work long hours in a remote wilderness setting with limited access to traditional communication or social life.
- **RISK ASSESMENT/JUDGMENT** Aware of your surroundings at all times and confidently make decisions to minimize risk to you and to company equipment.
- **GUMPTION** Identifies a problem, obstacle or opportunity and takes appropriate action wherever necessary.
- **EMOTIONAL INTELLIGENCE** Self-aware with tools to effectively control, and express your emotions and handle relationships judiciously and empathetically. Able to work and live very closely with other staff members and guests.
- **PHYSICALLY FIT** Ready to exert physical effort in transporting equipment and wares, enduring repetitive physical movements and tasks.
- **RESULTS ORIENTATION** Demonstrates the concern and strives for surpassing an established standard of excellence.

Apply

- Please send your resume and cover letter to crew@callaghancountry.com
- Feel free to contact us by telephone with any questions: **604-938-0616**