



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

Status: *Full time, Seasonal Contract (early Dec. – mid Apr.), Anticipated Nov 15th training Start*

Reporting: *Backcountry Lodge Operations Manager*

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

Remuneration: *Competitive wage & benefits pkg. + Room & Board at Journeyman Lodge on days worked*

Overview

As the Lodge Housekeeper/ Lodge Host(ess), you are responsible for maintaining the overall cleanliness of Journeyman Lodge while assisting in all the Lodge operations and hospitality deliverables as required. The role is labour intensive, but you enjoy the satisfaction of transforming interiors and producing beautiful results.

Safety is at the foundation of Callaghan Country's priorities, and we are committed to providing our guests and team members a safe environment to play and work. You will diligently carry out practices and protocols to prevent and control the introduction, transmission, and spread of communicable illness/disease at our facility. As a master of your environment, you understand that physical environment plays a key role in the human temperament and take initiative to organize and maintain spaces that are conducive to relaxation and inspiration. 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.

This position is highly customer service oriented, so you will also be responsible to ensure each, and every guest has an incredible stay at Journeyman Lodge. You are passionate about the backcountry experience, and you enjoy engaging this vibe with guests. You make each guest feel welcome and strive to make them feel valued, 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 every guest.

Key Accountabilities/Deliverables

Housekeeping & Lodge Operations (60%)

- Accountable for the Lodge Housekeeping checklist, ensuring that all duties outlined are completed daily
- Make beds, change sheets, and distribute clean towels and toiletries
- Stock linen closet and supplies area
- Pick up debris and empty trash containers
- Wash windows, walls, and ceilings
- Clean, disinfect and polish bathroom fixtures and appliances
- Dust furniture and vacuum carpeting and area rugs, drapery, and upholstered furniture
- Clean and disinfect public areas
- Amplified sanitizing in frequently touched surfaces such as, but not limited to, desks, railings, doorknobs, windows, light switches, tabletops, chairs, and washroom facilities
- Sweep, mop, and wash floors
- Report lost and found items to adventure desk and securely store for pickup
- Ensure that all beds and rooms are welcoming and prepared to Callaghan Country's quality standards prior to guest arrival. This is especially important when the pull-outs and/or blow-up are requested.
- Implement a visible waste and recycling program
- Ensure that all garbage, waste, and laundry are transported to the base on schedule
- Educate guests about our efforts to reduce our footprint (i.e., water usage, reducing, demand-based grooming, etc.)
- Support routine property and equipment maintenance including pump house, water line, window cleaning, and generator fueling
- Troubleshoot minor problems with all lodge systems and advise Operations Manager of any issues to ensure proper maintenance is performed in a timely manner
- Operate side by side for shift and supply transportation
- Coordinate with Operations Manager on waste & pest control

Guest Service / Hospitality (20%)

- Perform as the key host character of Journeyman Lodge and general ambassador for Callaghan Country Wilderness Adventures with all guests, shareholders, media reps, and industry partners
- Warmly welcome guests and assist in the delivery of a thorough lodge orientation (show them the slippers, instructions about lodge systems, water usage, our recycling efforts, etc.)
- Always maintain professional personal grooming and attire standards
- Ensure that the lodge is clean, warm, and inviting before the arrival of all guests (ready for personal welcome to facility, fire going, hot drinks available, hot food waiting, etc.)

- Demonstrate high levels of energy and enthusiasm for the Callaghan Country experience including appropriate application of product knowledge when offering itinerary ideas and suggestions to guests
- Consistently interact with guests in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy
- See guests to their rooms and confirm that all beds and finishings are prepared to Callaghan Country's quality standards prior to moving on to other duties
- 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 can 'soft sell' the whole spectrum of experiences
- Resolve guest complaints with care and follow through
- Seize opportunities to recover and enhance services, seek out opportunities for service innovation

Food & Beverage (10%)

- Support chef in confirming accuracy of noted dietary restrictions on guest profiles prior to dinner service
- Manage front of house dining services including the preparation of dining room, seating of guests, providing menu knowledge, serving multiple courses, and clean up
- Share the daily kitchen duties such as dish washing and clean-up
- Assist in maintaining kitchen and equipment to standards compliant with licensing laws, health and safety and other statutory regulations (industry grade kitchen and dishwasher)
- Assist in receiving and transporting food orders from Alexander Falls base facility to Journeyman Lodge if needed

Teamwork / Communication (5%)

- Attend weekly team meetings with enthusiasm and engagement
- Record guest room assignments along with profile notes, and work with Adventure Crafter to confirm you have all necessary information for quality service delivery
- Monitor team communication tools and relay messages as required
- Promote and maintain a positive working relationship with all Callaghan Country team members that will reflect a 'working family' atmosphere to our guests
- Support management and fully implement its policies and procedures conducting yourself as a role model for other team members
- Communicate any guest room/transportation upgrades to the Adventure Crafter so the correct 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
- Report all notable issues and solutions to management

Safety & Risk Management (5%)

- Actively support the practices and protocols to prevent and control the introduction, transmission, and spread of communicable illness/disease at our facility
- Participate fully during the training process and take total responsibility to build a strategy for effectively coping with apparent knowledge/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
- Capacity to independently operate an off road vehicle in variable conditions
- Essential to personally enjoy/have familiarity with self-propelled wilderness pursuits
- 'Big' personality with warm and engaging character (epic storytelling skills and asset)
- A 'Clean-Freak' with personal interest and flair for interior staging and ambiance creation
- 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
- 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

- Demonstrated initiative in community and volunteer endeavors
- Previous housekeeping training/experiences considered an asset
- Previous guest service / hospitality / lodge hosting experiences considered an asset
- A college diploma in Hospitality or Outdoor Recreation considered an asset
- FoodSafe and Serving it Right Certifications an asset
- First Aid Certified (minimum 40-hour course)

Core Competencies

CHARISMA Warm and disarming personality that can inspire interest and engagement in others.

SERVICE EXCELLENCE Implies an inherent passion to identify, relate, and serve guests, focusing one's efforts on discovering and exceeding their needs, every day.

MASTER OF YOUR ENVIRONMENT Understands that physical environment plays a key role in the human temperament and takes initiative to organize and maintain spaces that are conducive to relaxation and inspiration.

TEAMWORK Demonstrates the ability to work cooperatively, participate fully, communicate clearly, support and learn from 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, always, 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.

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**
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