



758 & 391 Route 310
Fortune, Prince Edward Island C0A 2B0, Canada
+1 (902) 687-3882
<https://innatbayfortune.com/>

Job Title: Guest Services Coordinator

Would you like to join a world-class tourism destination?

Are you enthusiastic about providing excellent hospitality?

If your answer is "YES", then The Inn at Bay Fortune might be the right fit for you!

Experience the charm and beauty of living in rural Prince Edward Island. Our red sand beaches, close-knit communities, and delicious local food make our Island an ideal destination to call "home".

The Inn at Bay Fortune is among the best restaurants in Canada. Under the direction of Chef Michael Smith and Chastity Smith, we offer a five-star inn and dining room seating up to 86 guests at our nightly *FireWorks Feast* from May to October. Our ingredients are sourced from our on-site culinary farm and other local producers. Together with our farm, we create a ten-course, live-fire-cooked, Island-focused experience.

Even more perks to ponder...

- Spend your down time exploring our beautiful Island. Try sea kayaking, lobster fishing, and experiencing our warm, sandy beaches!
- Join a close-knit community of like-minded individuals passionate about five-star hospitality.
- An unparalleled learning experience, allowing you to grow or diversify your experience working in tourism & hospitality.
- Ongoing training, mentorship, and support.
- Mid-and end-of-season reviews.

The finer details

- **NOC Code:** 64314
- **Job Location:** Fortune, Prince Edward Island
- **Work Conditions:** Country inn with two multi-storey buildings and a combination of indoor and outdoor staircases, no elevators. Air-conditioned rooms and lobbies.
- **Work Term:** Full-time seasonal (May-October 2025)
- **Schedule:** Day, evening, and overnight shifts, 8-9 hours per day, 5 days per week, with paid breaks.
- **Starting Salary:** \$20.00 per hour.
- **Health Benefits:** 50% employer paid: Life Insurance, Health Insurance, AD&D, Critical Illness, Extended Health Insurance, Dental & Vision Care, available after your first season of employment.
- **Other Benefits:** 4% vacation pay. Complimentary staff meals every afternoon during your working hours.

Responsibilities

Reporting to the Guest Services Manager, you will:

1. Greet guests with a positive and professional demeanour; provide guest service consistent with our Standard Operating Procedures.
2. Promote our inn and restaurant offerings to the guests.
3. Pour beverages for our guests as part of their welcome package.

4. Promptly communicate guest needs about their stay or dining experience to the appropriate department managers.
5. Transport food items as well as chauffeur services between the two Inn properties using a Company vehicle.
6. Answer phone calls and emails daily.
7. Anticipate guests' needs and ensure each stay is five-star quality.
8. Manage guest bookings for the Inn and the Dining Room, and process room charges.
9. Ensure the reception areas are tidy and welcoming.
10. Assist the Housekeeping department by performing light cleaning duties.
11. Perform additional administrative and clerical tasks as needed.

Qualifications

Education

- High school diploma or equivalent.
- Current Responsible Beverage Server certification, if not already achieved, will be provided by the Company.
- Class 5 driver's license or equivalent.

Experience

- Experience working in a front desk position, such as concierge, guest services agent, or receptionist, is an asset.
- Experience using a hotel reservation system is an asset.
- On-the-job training will be provided.

Skills/Success Factors

The ideal Guest Services Coordinator...

- Is an excellent team player and communicates with others in a positive and professional manner.
- Exhibits a strong professional and positive attitude consistent with the standards of a world-class hospitality business.
- Is sales-oriented; comfortable upselling our inn, food, and beverage offerings.
- Is proficient at using a computer and answering phones.
- Is punctual, organized, and has a keen attention for detail.
- Demonstrates an eagerness to learn and work hard.
- Can follow a checklist and take direction from supervisors with ease.
- Is flexible to respond to daily changes in service programming.
- Is comfortable working alone or in teams of two.
- Is able to stand for long periods.

How to Apply

Please send your resume and cover letter by email to careers@innatbayfortune.com.

Our Recruitment team will begin reviewing applications in mid-January, 2025. We review each application carefully, and we will reach out to you by phone or email if we are interested in your application.

Diversity, Equity, Inclusion, and Accommodation

The Inn at Bay Fortune is committed to fostering an inclusive workplace where everyone is treated with respect and dignity. We hire the most qualified candidates regardless of race, creed, colour, age, sex,



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national or ethnic origin, religion, sexual orientation, gender identity or expression, marital status, disability, or other characteristics.

If you require accommodation for any part of this hiring process, please send your **confidential** request to the email above.

Thank you for considering this opportunity, we'd love to receive your application!