

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!

Nestled along Fortune River in rural Prince Edward Island, The Inn at Bay Fortune is home to an unparalleled, five-star, farm-to-table culinary experience known as *the FireWorks Feast* every evening from May to October. Our guests flock to our vibrant Inn from all over the world to discover the unique flowers and vegetables produced by our on-site experiential culinary farm, and local PEI flavours prepared over live fire. Of the 68 guests we serve each evening, many of them stay overnight in our 21 country-style luxury guest rooms, divided between our two historical properties. As gracious hosts, our Guest Services Coordinators chauffeur the guests from one property to the next using our vintage Bentley, and ensure that the guests' stay is nothing short of exceptional.

Job 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 2026)
- **Schedule:** Day, evening, and overnight shifts, 8-9 hours per day, 5 days per week, with paid breaks.
- **Starting Salary:** \$21.00 per hour, or based on experience.
- **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 day during your working hours. Two passes to the *FireWorks Feast* annually for you and a guest.

Responsibilities

Reporting to the Guest Services Manager, you will:

1. Act as the first point of contact for our guests.
2. Manage guest bookings for the Inn and the *FireWorks Feast* and process room charges.
3. Promptly communicate guest needs to other departments.
4. Pour beverages for guests.
5. Use a Company vehicle to chauffeur guests between properties.
6. Ensure the reception areas are tidy and welcoming.

Qualifications

Education

- High school diploma or equivalent.

- 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 directions.
- 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 reviews 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, 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!