

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 five-star Inn at Bay Fortune is home to an unparalleled, farm-to-feast 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 experiential Culinary Farm, Art Forest & Woodlands, mushroom patch, apple orchard and plenty in between. Using our own farm ingredients and local foraged and supplier flavours, the Feast is prepared over live fire with an immersive outdoor/indoor setting. Of the 64 guests we serve each evening, many stay overnight in our 21 country-style luxury guest rooms, spread across our two historic buildings. As gracious hosts, our Guest Services Coordinators chauffeur guests from The Fortune Bridge House to The FireWorks Feast in our vintage Bentley Lady “B” and ensure their stay is nothing short of exceptional.

The Inn has been featured in leading publications, including National Geographic, The Hotel Diaries, Bon Appétit, Vogue, EnRoute, Food & Wine, The Globe & Mail, and CBC, and most recently making Canada’s Top 100 Restaurants of 2026, among many others. Our television presence includes Chef on Fire Seasons 1 and 2, Mary Berg: The Good Stuff, Tabi Salad, Trailer Travels, Andy’s East Coast Kitchen Party, and Chef Wes.

Why come to work for us?

- ✓ We expect and deliver exceptional experiences for Guests and Staff at a Five-Star, unique farm-to-table heritage property
- ✓ Led by proprietors Chef Michael and Chastity Smith, the inn is rooted in a shared vision of hospitality, design, and culinary excellence. Chastity has lovingly reimagined and redesigned every room and corner of the property to create a true sense of place. Michael, one of Canada’s most beloved TV chefs, author and PEI’s food ambassador. Together, they’ve transformed this historic inn into a destination where food, design, and Island culture come together in every detail.
- ✓ We start our Guest Service Coordinators at \$21.00 per hour, or based on experience + 4% Vacation Pay
- ✓ After your first season of employment with us, you are eligible for 50/50 employer cost shared Life, Health, AD&D, Critical Illness, Extended Health and Dental & Vision Care Insurance coverage
- ✓ On-site, complimentary staff meals during your working hours
- ✓ Two passes annually to *The Fireworks Feast* for you and a guest

What to expect?

- You will report to the Director of Guest Services
- You'll work onsite in Fortune, PEI at our 2 historical properties that feature 21 luxury guest rooms
- The property features multi-story buildings and a combination of indoor and outdoor staircases (no elevators), with air-conditioned rooms and lobbies
- Our season runs from May to November 2026
- The Position is Full-Time seasonal, working 8 to 9 hours per day, 5 days out of 7 per week, with paid breaks included
- The shifts are a mix of day, evening and night (until 1am)
- On-the-job training will be provided

What you'll do?

- ◆ You will be the first point of contact for our guests
- ◆ You will manage room and dining bookings, process room charges, and organize special requests and guest allergies.
- ◆ You will promptly communicate guest needs to other departments
- ◆ You will be pouring beverages for guests
- ◆ You will use our vintage Bentley to chauffeur guests between properties
- ◆ You will ensure the reception areas are tidy and welcoming

What you'll bring?

- ✓ You will have your High School diploma or equivalent
- ✓ You hold a Responsible Beverage Server certification, or you will be reimbursed by the Company to obtain it upon hire
- ✓ You have a Class 5 driver's license or equivalent
- ✓ Experience working in a front desk position, such as concierge, guest services agent, receptionist or equivalent would be considered an asset
- ✓ Experience in using hotel reservations systems would be considered an asset

What would set you apart?

- ✓ You are an excellent team player who communicates with others in a positive and professional manner
- ✓ Professionalism with a positive attitude, consistent with the standards of a world-class hospitality business
- ✓ Curating guest experiences and comfortably selling our Inn, food and beverage offerings
- ✓ Proficient in working in a digital environment and answering phones
- ✓ You are punctual, organized and have a keen attention to detail
- ✓ Ability to take direction and follow established procedures and checklists
- ✓ Flexibility to respond to daily changes in service programming
- ✓ Comfortable working independently as well as in small teams
- ✓ Are able to stand for long periods of time and carry heavy luggage when required

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.

Our Mission

To create extraordinary culinary and hospitality experiences by leading with grace toward our guests, our land, and one another.

At The Inn at Bay Fortune, our mission is to welcome people into a place of warmth, wonder, and connection. Through food cooked over fire, thoughtful design, and genuine care, we strive to create moments that feel both unforgettable and deeply human. We believe excellence and kindness are not separate pursuits, and that how we work together matters just as much as what we create.

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. We are Rainbow Registered!

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!