



Internship

Breakfast Server/ Room Attendant

Fox Harb'r Resort is a 5 Star, 4 Diamond Resort nestled along the coast of the Northumberland Strait in Wallace, Nova Scotia. As a post secondary student, we are offering an exceptional opportunity for you to experience a unique work experience while enjoying this 5 Star Luxury work environment. Spending the summer in a rural Nova Scotia setting at a breath-taking resort, will provide you with a wealth of experience from living on property, combination positions and/or unique Internships, all while learning managerial traits and techniques through enrolment in our ***Fox Harb'r Intern/Coop 2022 Program***.

Position Description

This Internship is a "combination role" of Breakfast Server and Room Attendant. See below for the requirements, roles and responsibilities of each position that in combination makes up this full-time seasonal position.

As an Internship/Co-op, it will be included in the exclusive ***Fox Harb'r Intern/Coop 2022 Program*** with the following related opportunities for continued growth and skill development:

- A mentor from the management team will be assigned to this candidate to ensure bi-monthly check-ins as the successful candidate works toward understanding their responsibilities and the adoption of management traits and styles in dealing with staff both younger and older and from all walks of life.
- Attendance at a minimum of 4 of the Leaders' weekly meeting with the Executive Committee
- An assigned meeting with the President of Fox Harbour, to discuss the successful candidate's career aspirations.
- Attendance at a minimum of 4 "learning workshop" Fox Harb'r holds for Interns/Co-op Students throughout the season. Various workshop titles will be covered ie Providing Feedback; Supervisory Challenges to Overcome; Understanding Hotel Finances; etc. etc.
- A member of the Health & Safety Committee.

Employment: Seasonal, Full-time; May – Oct 7th (Breakfast Service 8am to 11am; RA Noon to 4pm)

Scope

Areas of responsibility include, but are not limited to the following:

Food & Beverage Server

Reports to: Outlets Manager

- Take a responsible role in day-to-day operation, maintaining and assisting others in the appearance and operating efficiency of the dining area.
- To perform all aspects of service expectations and any necessary extra duties as assigned.
- To adhere to company policies and departmental procedures.
- To ensure all menu items are entered in POS quickly and correctly with follow up with kitchen team members.
- To become aware and knowledgeable of all menu specials, shortages or item specifics on a per shift/day basis as well as knowledge of existing menus.
- To ensure the cleanliness and proper storage of all products, tools and workspaces.
- To ensure all health regulations and food safety techniques are followed.
- Maintain clean and organized work area.
- To be diligent in reporting any breakage, incident or safety concern to supervisor or F&B Director.
- To ask for assistance in areas of service or procedural performance as needed.
- Maintain the security of information, key control areas, inventories and time management not only displaying responsible actions, but also encouraging them in others.
- Learn and know areas of product knowledge, service techniques and procedures.
- Completion of closing tasks such as reports preparation, checklist of completed duties and a synopsis of the shift where pertinent information is recorded for follow-up or as reporting for incoming team members.
- Closing tasks may also include the safe and clean state of departure from premises; ensuring areas are locked,

closed or turned off as required.

As a Room Attendant

Reports to: Director of Housekeeping /Supervisors

- Consistently offer professional, friendly and engaging service
- Clean all assigned guestrooms including: dusting, making beds, soiled linen removal from rooms, and retrieval of clean linen from linen closets, vacuuming, bathroom cleaning, inside window and patio cleaning, garbage, recyclable, refundable removal, replenish rooms with supplies
- Maintain proper usage of cleaning supplies and equipment
- Update your checklist and record all cleaned rooms and mini-bar consumed
- Return and properly tag all lost and found articles to the Housekeeping Office
- Follow departmental policies and procedures and service standards
- Report necessary maintenance items
- Follow all safety and sanitation policies
- Other duties as assigned

Qualifications

1. 1st, 2nd, 3rd year or graduating Intern/Co-op Studies student of a post secondary institution.
2. Ability to work well under pressure in a fast-paced environment
3. Ability to work independently and as part of a team effectively
4. Ability to focus attention on guest needs, remaining calm and courteous at all times
5. Be physically fit, this position requires walking, bending, lifting up to 50lbs, stretching, flights of stairs and climbing stepladders
6. Ability to walk, stand, crouch for long periods of time
7. Ability to lift 50lbs as required
8. Enjoy working outdoors in all types of weather
9. A professional appearance and attitude.
10. Must demonstrate friendly, professional and proactive Guest Service skills.
11. Must be willing and able to work nights, weekends and holidays and be physically capable of meeting the demands of the position.

11/09/21