



## Internship

### Guest Service Agent/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 Guest Service Agent for the Opening of the Season and then Room Attendant for the final months of the season. See below for the requirements, roles and responsibilities of each position halves that make 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 – November (April 19 to July 31 –Guest Service Agent; Aug. 1 to Oct. 7 – Room Attendant)

#### Scope

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

As a **Guest Service Agent (April 19<sup>th</sup> to July 31<sup>st</sup>)**:

**Reports to:** Front Office Director /Supervisors

- Welcome guests to Fox Harb'r and ensure they receive a sense of warmth and hospitality every time they deal with Guest Services either by phone or in person.
- Greet and register Resort guests in a courteous and efficient manner within Fox Harb'r Resort's guidelines for cashiering.
- Collect and receipt of payment from guests upon check out in a courteous and efficient manner within Fox Harb'r Resort's guidelines for cashiering
- Communicate all special amenity requirements, priority cleaning assignments and changes in room status and late checkouts to Housekeeping Department and the Bell Persons.
- Provide impeccable guest service through continuous communication with the Bell Persons for luggage, courtesy transportation and other guest needs.
- Accept, confirm, modify or cancel reservations.
- Accept and relay all room service orders.
- Be fully knowledgeable on all resort rates, packages and events.
- Provide information to our guests on all the services Fox Harb'r Resort provides (Golf, Spa, Food & Beverage, marina etc.)

- Perform any other guest service duties as required, (deliveries to guests, handling of complaints).
- Accept and communicate Guest aviation information.
- Take immediate and positive action within the guidelines provided in the event of emergency alarm or situation of any nature. Responsible for the full knowledge of fire and safety procedures.
- Maintain the proper inventory of front desk supplies.
- Completion of closing tasks such as, balancing at end of shift, checklist of completed duties, entering pertinent information into logbook and passing on information to the next shift.
- Execute all reasonable additional assignments determined by Supervisor or Management Personnel.
- Be a member of the Fox Harb'r Guest Services Team, remember at all times we are here not only to serve our guests but also to exceed their expectations.

**As a Room Attendant (Aug 1<sup>st</sup> to Oct 7<sup>th</sup>):**

**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. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> year or graduating Intern/Co-op Studies student of a post secondary institution.
2. Be physically fit, this position requires walking, bending, lifting up to 50lbs, stretching, flights of stairs and climbing stepladders
3. Ability to work as part of a team effectively
4. Computer and typing skills with knowledge of Word, Excel and Microsoft Outlook
5. Possess excellent oral and written communication skills, professional telephone manner and presentation.
6. A professional appearance and attitude.
7. Must demonstrate friendly, professional and proactive Guest Service skills.
8. 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