



## Internship

### Room Attendant/ Bell/Shuttle

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 Room Attendant for the Opening of the Season and then Bell/Shuttle 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 (May to July 15<sup>th</sup> –RA; July 16<sup>th</sup> to Oct. 7<sup>th</sup> – Bell/Shuttle)

#### Scope

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

As a **Room Attendant (May to July 15<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

As a **Bell person/Shuttle Driver (July 16<sup>th</sup> to Oct 7<sup>th</sup>):**

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

- Carry out all Bell Person responsibilities in accordance with Fox Harb'r procedures.

- Provide impeccable guest service through continuous communication with the Guest Service and Housekeeping departments.
- Greet all Resort guests and assist with their luggage and show them to their accommodations.
- Perform any other guest service duties as required, (shuttling of guests around the Resort property, deliveries to guests, handling of complaints etc.)
- Room Service - set up of trays, delivery and follows through to delivery, in accordance with Fox Harb'r procedures.
- Maintain the general appearance of the Clubhouse, Spa building and exterior surroundings by tidying continuously.
- Assist F&B in the set up and breakdown of events as requested.
- Maintain daily logbook of guest activities and requests.
- Maintain delivery logbook.
- Delivery of internal and external mail from Clubhouse to Maintenance building.
- Delivery of newspapers to guests and members.
- 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.
- Adhere to Company policies and procedures.
- 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.

### **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. Nova Scotia License free of any serious demerit points.
7. A professional appearance and attitude.
8. Must demonstrate friendly, professional and proactive Guest Service skills.
9. 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