



Tel. 709-453-7226
1 Old Trout River Road,
Shoal Brook, NL A0K1K0
info@grosformeinn.com

Job Description: Front Desk & Guest Services

ABOUT US

Gros Morne Inn

In the heart of Gros Morne National Park our boutique Inn overlooking Bonne Bay provides all the amenities for a one-of-a-kind getaway. Our eco lodge located at the foot of the Tablelands and nestled among the trees is a one-of-a-kind retreat for those looking to relax and take in all that Gros Morne and the local communities have to offer. We believe in looking after our environment and reducing our energy use, waste consumption and supporting the local communities. Treating our guests like family and paying attention to details allows for your experience to be memorable and our staff are a big part of that.

ABOUT YOU

Are you looking for an exciting opportunity to provide exceptional service for our guests and be the first impression of their holiday? Do you enjoy building strong relationships with guests to create memorable experiences? Our ideal candidate brings a high standard of service quality, hospitality, multitasking and organization. If this sounds like you apply today!

PREFERRED QUALIFICATIONS/ EXPERIENCE

- Experience in hospitality is preferred
- Must be fluent in English
- Excellent computer skills
- Exceptional guest relation skills
- Love working with the public
- Upbeat, positive personality

- Demonstrate excellent organizational skills, communication skills, and problem-solving skills

POSITION RESPONSIBILITIES

- Checking guests in and out.
- Help guests to/from their room with their luggages as well as to/from vehicles
- Receiving and managing reservations made online and by phone.
- Verifying guests' payment methods during check-in.
- Processing guest's payments.
- Assigning rooms to guests and informing them of any specials offered by the hotel. (ie happy hour, music night, pizza night)
- Organizing transport, bookings, restaurant reservation services for guests at their request.
- Providing guests with the story of the hotel.
- Keeping abreast of attractions that may be of interest to guests. (ie TTT, Writers Festival, Fall Fest)
- Serving as a host at conferences, and ensuring that all relevant preparations are made for the event.
- Making & managing reservations for Taste Restaurant both online and by phone or walk in
- Greeting & seating guests in restaurant.
- Topping up guests waters
- Helping servers when asked (ie clearing plates, making cappuccinos)
- Busing & resetting tables
- Polishing & rolling cutlery
- Polishing glassware

TERMS OF EMPLOYMENT AND BENEFITS

- Wage to be negotiated (based on experience)
- Full-time and part-time positions available
- Seasonal business operation
- Required to be onsite May - Oct, flexible Nov-April
- 1-year contract with possibility of extension
- Options for staff housing
- Living and working in a beautiful national park
- Staff discounts on food and drinks

LOCATION: Gros Morne Inn, Shoal Brook, Newfoundland (required).

Please email your resume to info@grosmorneinn.com

We are an equal opportunity employer.

Language:

- English (Required)
- French and or German an asset