

FAIRMONT CHATEAU LAKE LOUISE

Nestled on the shores of the turquoise waters of Lake Louise, Fairmont Chateau Lake Louise is an iconic Canadian hotel located in the heart of Banff National Park.

JOB OVERVIEW

- ✓ **Seasons:** Summer and Winter
- ✓ **Province:** Alberta
- ✓ **Min age:** 19
- ✓ **Jobs:** Bellperson, Concierge Agent, Cook, Dishwasher, Servers, Bartenders, Baristas, Room Attendant
- ✓ **Interview locations:** Online or face-face
- ✓ **Wages:** Entry level positions-\$20CAD/hr

STAFF HOUSING

- ✓ On-site, Four person units - Includes: Staff Gym, Colleagues Pub, Convenience Store, Basketball Court, Laundry Facilities

STAFF PERKS

- ✓ Subsidized staff accommodation
- ✓ Ski pass payment plan
- ✓ Ski Hill Transportation
- ✓ Complimentary meal each working day
- ✓ Food & Beverage Discounts at hotel dining outlets

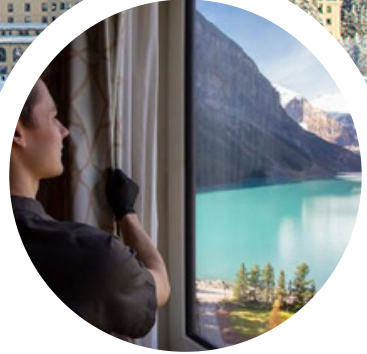
THE HOTEL

- ✓ 7 mins from Lake Louise the Ski Resort
- ✓ Property boasts 539 rooms
- ✓ Is part of the Accor group
- ✓ 40mins from Banff
- ✓ Simply stunning location

*Please note - The content in this email is provided as a guide and for your information, and is the most current version at the time you receive this. Always double check terms of employment directly with HR, and accept that data as absolute



Strict grooming policy - uniform provided



BELLPERSON

The Bell Person is responsible for providing exceptional customer service to guests of the Fairmont Chateau Lake Louise. This position is responsible for greeting guests, assisting with luggage, providing directions and information, and ensuring a safe and secure environment for guests.

Duties and Responsibilities:

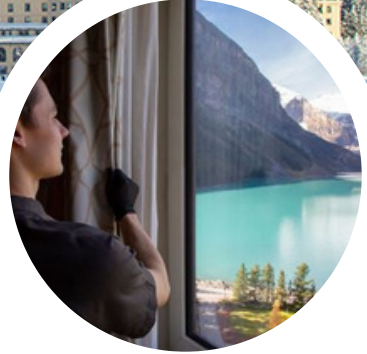
- Greet guests upon arrival and provide assistance with luggage
- Provide directions and information to guests
- Ensure a safe and secure environment for guests
- Assist with luggage storage and retrieval
- Assist with valet parking
- Ensure all safety and security protocols are followed
- Maintain a professional and friendly demeanor at all times

Qualifications:

- Previous experience in a customer service role
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Ability to lift and carry heavy luggage
- Knowledge of local area attractions and services
- Ability to work flexible hours, including evenings and weekends



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CONCIERGE AGENT

The Concierge Agent is responsible for providing exceptional customer service to guests of the Fairmont Chateau Lake Louise. The Concierge Agent will be the first point of contact for guests and will be responsible for providing information and assistance to guests in a friendly and professional manner. The Concierge Agent will be knowledgeable about the hotel, its services, and the surrounding area.

Responsibilities:

- Greet guests upon arrival and provide assistance with check-in and check-out.
- Answer guest inquiries and provide information about the hotel, its services, and the surrounding area.
- Assist guests with reservations, bookings, and other requests.
- Handle guest complaints and inquiries in a professional and courteous manner.
- Maintain a high level of knowledge about the hotel, its services, and the surrounding area.
- Ensure that all guest requests are handled in a timely and efficient manner.
- Ensure that all guest inquiries are answered accurately and promptly.
- Maintain a high level of customer service at all times.

Qualifications:

- Previous experience in a customer service role is preferred.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to multi-task and prioritize tasks.
- Knowledge of the hotel, its services, and the surrounding area.
- Ability to work in a fast-paced environment.
- Flexibility to work a variety of shifts



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COOK

We are looking for experienced Cooks to join our team at the Fairmont Chateau Lake Louise. The Cook will be responsible for preparing and cooking a variety of dishes for our guests. The Cook will be expected to work in a fast-paced environment and must be able to work independently and as part of a team.

Responsibilities:

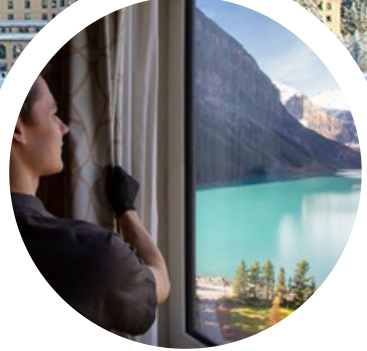
- Prepare and cook a variety of dishes according to recipes and standards
- Ensure that all dishes are prepared in a timely manner and meet quality standards
- Maintain a clean and organised work area
- Ensure that all food safety and sanitation standards are met
- Monitor food supplies and order as needed
- Assist with other kitchen duties as required

Qualifications:

- Previous experience as a Cook in a high-volume kitchen
- Knowledge of food safety and sanitation standards
- Ability to work independently and as part of a team
- Ability to work in a fast-paced environment
- Excellent organizational and communication skills
- Ability to lift and carry heavy items
- Ability to stand for long periods of time



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DISHWASHER

The Dishwasher is responsible for providing clean and sanitized dishes, utensils, and cookware for the kitchen staff. The Dishwasher will ensure that all dishes, utensils, and cookware are properly cleaned and stored in a timely manner. The Dishwasher will also be responsible for maintaining a clean and organized work area.

Responsibilities:

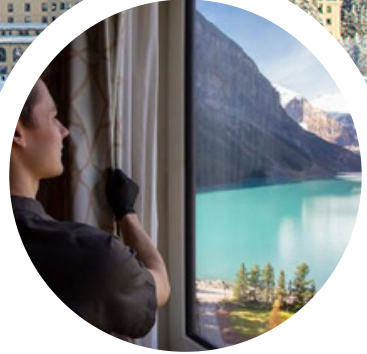
- Wash dishes, utensils, and cookware using a commercial dishwasher
- Sort and store dishes, utensils, and cookware in the appropriate areas
- Maintain a clean and organized work area
- Follow all safety and sanitation guidelines
- Assist in other kitchen duties as needed

Qualifications:

- Previous experience in a dishwashing role preferred
- Ability to lift and carry heavy items
- Ability to stand for long periods of time
- Ability to work in a fast-paced environment
- Ability to follow instructions and safety guidelines
- Ability to work independently and as part of a team



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BARTENDERS

The Bartender is responsible for providing excellent customer service to guests in the bar and lounge area of the Fairmont Chateau Lake Louise. The Bartender will be responsible for mixing and serving alcoholic and non-alcoholic beverages, as well as providing food service to guests. The Bartender will also be responsible for maintaining a clean and organized work area, and ensuring that all safety and sanitation standards are met.

Responsibilities:

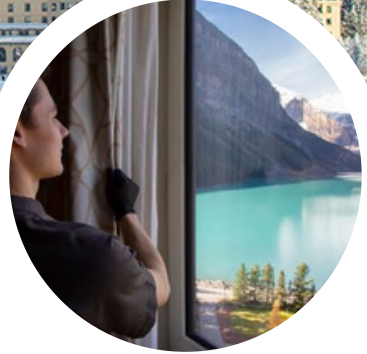
- Greet guests in a friendly and professional manner
- Prepare and serve alcoholic and non-alcoholic beverages
- Provide food service to guests
- Ensure that all safety and sanitation standards are met
- Maintain a clean and organized work area
- Follow all cash handling procedures
- Ensure that all guests are of legal drinking age
- Provide excellent customer service
- Follow all company policies and procedures

Qualifications:

- Previous experience as a bartender is preferred
- Knowledge of alcoholic and non-alcoholic beverages
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to work independently and as part of a team
- Ability to stand for long periods of time
- Ability to lift up to 50 lbs
- Must be of legal drinking age



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BARISTAS

The Barista is responsible for providing excellent customer service and creating a warm and inviting atmosphere for guests at the Fairmont Chateau Lake Louise. The Barista will be responsible for preparing and serving coffee, tea, and other beverages to guests in a timely and professional manner. The Barista will also be responsible for maintaining a clean and organized work area and ensuring that all beverages are prepared according to company standards.

Responsibilities:

- Prepare and serve coffee, tea, and drinks to guests in a timely & professional manner
- Maintain a clean and organized work area
- Ensure that all beverages are prepared according to company standards
- Greet guests in a friendly and professional manner
- Answer questions about menu items and make recommendations
- Take orders and process payments
- Stock and restock supplies as needed
- Follow all safety and sanitation guidelines

Qualifications:

- Previous experience as a Barista or in a related field
- Knowledge of coffee and tea preparation
- Excellent customer service skills
- Ability to work in a fast-paced environment
- Ability to stand for long periods of time
- Ability to lift up to 25 lbs
- Ability to work flexible hours, including evenings and weekends



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ROOM ATTENDANT

The Room Attendant is responsible for providing exceptional service to our guests by ensuring that all guest rooms and public areas are kept clean and well maintained. The Room Attendant will be responsible for cleaning and stocking guest rooms, vacuuming, dusting, and polishing furniture, and ensuring that all amenities are in working order. The Room Attendant will also be responsible for reporting any maintenance issues to the appropriate personnel.

Responsibilities:

- Clean and stock guest rooms and public areas
- Vacuum, dust, and polish furniture
- Ensure that all amenities are in working order
- Report any maintenance issues to the appropriate personnel
- Follow all safety and security protocols
- Maintain a professional and friendly demeanor at all times
- Other duties as assigned

Qualifications:

- Previous experience in a hotel or hospitality setting is preferred
- Ability to work independently and as part of a team
- Ability to lift and carry up to 25 lbs
- Ability to stand for long periods of time
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Knowledge of cleaning products and techniques
- Knowledge of safety and security protocols
- Ability to work flexible hours, including weekends and holidays



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