



# FAIRMONT JASPER PARK LODGE

Fairmont Jasper Park Lodge is a charming village of cedar chalets and Luxury Signature Cabins, connected by picturesque paths. A perfect location for guests to explore the Canadian Rockies.

## JOB OVERVIEW

- ✓ **Seasons:** Summer and Winter
- ✓ **Province:** Alberta
- ✓ **Min age:** 19
- ✓ **Jobs:** Room Attendant, Barista, Food Porter, Front Desk Agent, Guest Services Attendant, Host/Hostess, Reservation Agent, Royal Service, Spa Reception Agent, Steward
- ✓ **Interview locations:** Online or face-face
- ✓ **Wages:** Entry level positions-\$20CAD/hr

## STAFF HOUSING

- ✓ Shared staff housing with living area, kitchen, laundry facilities, staff gym & activities access, rest & relaxation room.

## STAFF PERKS

- ✓ Subsidized staff accommodation
- ✓ Discounted golf passes
- ✓ Free Outdoor Gear Rental
- ✓ Food & Beverage Discount
- ✓ Regular staff events

## THE HOTEL

- ✓ 700 acres wraps around Lac Beauvert
- ✓ Incredible views of majestic mountains
- ✓ 442 Guest rooms & luxurious cabins
- ✓ A remote but busy tourist 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



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## ROOM ATTENDANT

Fairmont Jasper Park Lodge Canada is looking for a Room Attendants to join the team. The Room Attendant is responsible for providing exceptional service to our guests by ensuring that all guest rooms and public areas are clean and properly presented

### Responsibilities:

- Clean guest rooms and bathrooms, including vacuuming, dusting, and changing linens
- Clean and maintain public areas, such as lobbies, hallways, and elevators
- Respond to guest requests in a timely and professional manner
- Report any maintenance issues or safety hazards to the appropriate personnel
- Follow all safety and security procedures
- Ensure all cleaning supplies are properly stored and used in accordance with safety regulations

### Requirements:

- Previous experience in a hotel or hospitality setting is preferred
- Ability to work independently and as part of a team
- Excellent customer service skills
- Ability to lift and carry up to 50 pounds
- Ability to stand and walk for long periods of time
- Ability to work flexible hours, including weekends and holidays



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## BARISTA

Fairmont Jasper Park Lodge Canada is looking for experienced Barista's to join the team. The successful candidate will be responsible for preparing and serving coffee drinks and other beverages to guests in a friendly and efficient manner.

### Responsibilities:

- Prepare and serve coffee drinks and other beverages to guests
- Maintain a clean and organized work area
- Follow all safety and sanitation guidelines
- Ensure all beverages are prepared according to established recipes
- Provide excellent customer service
- Take orders and process payments
- Assist with stocking and restocking of supplies
- Maintain knowledge of menu items and ingredients

### Requirements:

- Previous experience as a Barista
- Knowledge of coffee and espresso drinks
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to stand for long periods of time
- Ability to lift up to 25 lbs.
- Must be available to work flexible hours, including evenings and weekends '



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## FOOD PORTER

The Food Porter is responsible for providing support to the Food & Beverage team in the day-to-day operations of the restaurant. The Food Porter will be responsible for ensuring that all areas of the restaurant are kept clean and organized, and that all food and beverage items are stored and handled properly. The Food Porter will also be responsible for assisting with the preparation of food items, setting up and breaking down of tables, and providing general support to the team.

### Key Responsibilities:

- Ensure that all areas of the restaurant are kept clean and organised
- Assist with the preparation of food items
- Set up and break down of tables
- Ensure that all food and beverage items are stored and handled properly
- Provide general support to the team
- Follow all safety and sanitation guidelines
- Other duties as assigned

### Qualifications:

- Previous experience in a food service environment is preferred
- Ability to work in a fast-paced environment
- Ability to lift and carry heavy items
- Excellent customer service skills
- Ability to work independently and as part of a team
- Ability to follow instructions and take direction
- Ability to work flexible hours, including evenings and weekends



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## FRONT DESK AGENT

The Front Desk Agent is responsible for providing exceptional customer service to all guests of the Fairmont Jasper Park Lodge. The Front Desk Agent will be the first point of contact for guests and will be responsible for providing information about the hotel, its services, and amenities. The Front Desk Agent will also be responsible for checking guests in and out of the hotel, handling guest inquiries, and resolving any issues that may arise.

### **Responsibilities:**

- Greet guests upon arrival and provide them with information about the hotel, its services, and amenities
- Check guests in and out of the hotel
- Handle guest inquiries and resolve any issues that may arise
- Ensure all guest information is accurately recorded in the hotel's computer system
- Process payments and provide guests with receipts
- Maintain a clean and organized front desk area
- Assist with other duties as needed

### **Qualifications:**

- Previous experience in a customer service role
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Ability to work independently and as part of a team
- Knowledge of hotel operations and services
- Knowledge of computer systems and software
- Ability to multi-task and prioritize tasks
- Ability to remain calm and professional in stressful situations



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# GUEST SERVICES ATTENDANT

The Guest Services Attendant is responsible for providing exceptional customer service to all guests of the Fairmont Jasper Park Lodge. The Guest Services Attendant will be the first point of contact for guests and will be responsible for providing information, answering questions, and resolving any issues that may arise. The Guest Services Attendant will also be responsible for providing assistance with check-in and check-out, handling reservations, and providing general information about the hotel and its amenities.

## **Responsibilities:**

- Greet guests upon arrival and provide assistance with check-in and check-out.
- Handle reservations and provide information about the hotel and its amenities.
- Answer questions and provide information about the local area.
- Respond to guest inquiries and complaints in a timely and professional manner.
- Ensure that all guests are provided with a high level of customer service.
- Maintain a clean and organised work area.
- Follow all safety and security procedures.

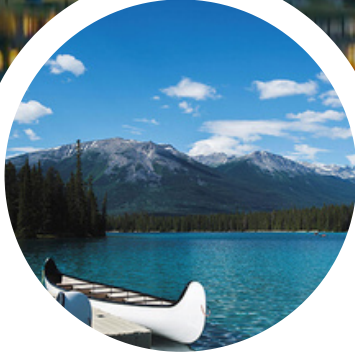
## **Qualifications:**

- Previous experience in customer service or hospitality is preferred.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to work in a fast-paced environment.
- Knowledge of local area attractions and activities.
- Ability to work flexible hours, including evenings, weekends, and holidays.



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# HOST/HOSTESS

The Host/Hostess is responsible for providing excellent customer service to guests of the Fairmont Jasper Park Lodge. The Host/Hostess will greet guests, answer questions, provide information, and assist with seating arrangements. The Host/Hostess will also be responsible for taking reservations, managing waitlists, and ensuring that all guests are satisfied with their dining experience.

## Responsibilities:

- Greet guests upon arrival and provide them with a warm and friendly welcome
- Answer questions and provide information about the restaurant and menu
- Assist with seating arrangements and manage waitlists
- Take reservations and ensure that all guests are seated in a timely manner
- Ensure that all guests are satisfied with their dining experience
- Maintain a clean and organised dining area
- Assist with other duties as needed

## Qualifications:

- Previous experience in a customer service role is preferred
- Excellent interpersonal and communication skills
- Ability to work in a fast-paced environment
- Ability to multitask and prioritize tasks
- Knowledge of food and beverage service is an asset
- Must be able to work flexible hours, including evenings and weekends



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# RESERVATION AGENT

The Reservation Agent is responsible for providing excellent customer service to guests and potential guests of the Fairmont Jasper Park Lodge. The Reservation Agent will be responsible for taking reservations, providing information about the hotel and its services, and assisting guests with any inquiries or requests. The Reservation Agent will also be responsible for maintaining accurate records of reservations and ensuring that all guests are satisfied with their stay.

## **Duties and Responsibilities:**

- Answer incoming calls and emails from guests and potential guests
- Provide information about the hotel and its services
- Take reservations and enter them into the system accurately
- Assist guests with any inquiries or requests
- Ensure that all guests are satisfied with their stay
- Maintain accurate records of reservations
- Follow up with guests after their stay to ensure satisfaction
- Assist with other duties as assigned

## **Qualifications:**

- Previous experience in customer service or hospitality
- Excellent communication and interpersonal skills
- Ability to work in a fast-paced environment
- Ability to multi-task and prioritise tasks
- Proficiency in Microsoft Office Suite
- Knowledge of reservation systems is an asset
- Ability to work flexible hours, including evenings and weekends



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## ROYAL SERVICE

The Royal Service position at Fairmont Jasper Park Lodge Canada is responsible for providing exceptional service to guests in a professional and courteous manner. The Royal Service team is the face of the hotel and is expected to provide a high level of customer service and hospitality.

### **Responsibilities:**

- Greet and welcome guests upon arrival, provide assistance with luggage and check-in.
- Respond to guest inquiries and requests in a timely and professional manner.
- Ensure that all guest rooms are clean and comfortable.
- Assist guests with any special requests or needs.
- Provide information about the hotel, its services, and local attractions.
- Ensure that all guest requests are handled promptly and efficiently.
- Maintain a high level of knowledge about the hotel and its services.
- Assist with any other duties as assigned.

### **Qualifications:**

- Previous customer service experience is preferred.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to multi-task and prioritize tasks.
- Ability to remain calm and professional in a fast-paced environment.



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# SPA RECEPTION AGENT

The Spa Reception Agent is responsible for providing exceptional customer service to guests of the Fairmont Jasper Park Lodge Spa. The Spa Reception Agent will be the first point of contact for guests and will be responsible for greeting guests, answering questions, making appointments, and providing general information about the spa services. The Spa Reception Agent will also be responsible for handling payments, maintaining accurate records, and ensuring the spa is clean and organised.

## Responsibilities:

- Greet guests and provide exceptional customer service
- Answer questions and provide general information about spa services
- Make appointments and handle payments
- Maintain accurate records and ensure the spa is clean and organized
- Assist with other duties as needed

## Qualifications:

- Previous experience in customer service or hospitality is preferred
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to multi-task and prioritise tasks
- Knowledge of spa services and treatments is an asset



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## STEWARD

The Steward is responsible for providing efficient and courteous service to guests in the dining room and other areas of the hotel. The Steward will ensure that all areas are kept clean and organized, and that all dishes and utensils are properly cleaned and stored.

### **Duties and Responsibilities:**

- Set up and maintain the dining room, including tables, chairs, and other furniture
- Clean and sanitize all dishes, utensils, and equipment
- Maintain a clean and organized work area
- Assist in the preparation of food items as needed
- Ensure that all food items are stored properly and safely
- Assist in the serving of food and beverages to guests
- Ensure that all areas are kept clean and tidy
- Follow all safety and sanitation guidelines
- Other duties as assigned

### **Qualifications:**

- Previous experience in a similar role is preferred
- Ability to work in a fast-paced environment
- Excellent customer service skills
- Ability to lift and carry heavy items
- Knowledge of food safety and sanitation guidelines
- Ability to work flexible hours, including evenings and weekends
- Ability to work independently and as part of a team



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