



At Rimrock Banff, we create more than luxury experiences, we create moments that move people. Guided by Wellness, Adventure, and Culture, our people live and work in one of the most inspiring places on earth, delivering hospitality with purpose and heart. Here, every day brings connection, growth, and unforgettable memories, on and off the clock.

Live boldly. Work with heart. Stay moved.

This role is about more than coffee, it's about creating moments of connection. As a Brewista, you blend technical skill with genuine hospitality, from crafting a perfect espresso to offering thoughtful recommendations that elevate a guest's day. Calm, approachable, and attentive, you thrive in a steady rhythm where teamwork, detail, and service excellence are always on the menu.

What You'll Be Doing

Guest Service & Beverage Preparation

- Prepare espresso-based drinks, teas and specialty beverages with exacting standards, every shot timed, every milk texture consistent, every latte art finished with pride.
- Pour and present craft beer according to brand and quality standards, ensuring correct glassware, temperature, and head retention.
- Change, move, and tap beer kegs safely and efficiently, following proper lifting techniques, sanitation procedures, and storage standards.
- Welcome guests warmly and listen attentively, offering personalized recommendations (like suggesting the perfect pastry to pair with their cappuccino).
- Share genuine local knowledge, from nearby hiking trails to dinner recommendations, adding a personal touch to each interaction.
- Accurately process guest orders and payments through POS, balancing floats with precision and care.

Food Preparation & Retail

- Heat and serve light food items (sandwiches, pastries, salads) so they arrive at the table fresh, safe, and beautifully presented.

- Monitor food quality and temperature, ensuring every item meets service standards.
- Keep retail displays fully stocked and visually appealing, straightening merchandise and rotating items so everything looks inviting.
- Maintain a spotless café: wiping counters, polishing equipment, and sanitizing work areas regularly to create a space that reflects luxury hospitality.

Leadership & Team Support

- Train new team members by demonstrating beverage preparation, role-modeling guest interactions, and reinforcing safety and sanitation standards.
- Support inventory control: counting stock, identifying low items, and assisting with weekly or monthly ordering to keep operations smooth.
- Handle guest concerns with composure and empathy, resolving small issues directly or escalating thoughtfully in the Market Manager's absence.

What You Bring

- Previous barista experience required.
- Alberta ProServe certification required.
- Strong customer-service orientation with excellent communication skills.
- Ability to multitask in a steady-paced environment while maintaining calm accuracy.
- Competent in Micros POS and comfortable with cash handling.

Bonus If You Bring

- Previous luxury hotel or café experience.
 - A passion for local coffee culture and storytelling through food & beverage.
 - An eagerness to mentor others and grow into supervisory responsibilities.
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Who You Are

You are more than a barista, you are a service craftsperson. Patient, approachable, and cooperative, you find joy in the steady rhythm of meaningful interactions and precise preparation. You thrive in familiar, team-oriented environments where collaboration and care come first. Reserved yet warm, you are a good listener who values consistency and accuracy. Your satisfaction comes not from rushing, but from doing things right, every cup, every smile, every detail. You know that hospitality is a craft, and your calm presence helps create a space where guests feel seen, valued, and at ease.

Serve with care. Connect with sincerity. Stay moved.

Physical Demands

- Continuous standing and walking for long periods of time.
- Frequent lifting and carrying up to 11 lbs (5kg); occasional lifting and carrying up to 22lbs (10kg) including kegs.
- Regular use of espresso machines, grinders, ovens, and other small appliances.
- Frequent bending, reaching, and twisting; occasional kneeling or crouching.
- Ability to work in a fast-paced café environment with exposure to heat, noise, and cleaning chemicals.

Visa Requirements: Must be legally authorized to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

Job Perks & Benefits:

- Comprehensive benefits package (Medical, Vision & Dental) including extended benefits like; Mental Health, Orthodontics, Fertility Drugs and Gender Affirmation for full time permanent status employees after 3 months.
- Defined Contribution Pension Plan with employer matching up to 5% of annual earnings for full time permanent status employees.
- Employee travel program with discounts on room rates as well as on food & beverage at Accor properties world-wide.
- Access to the Mountain Explorer Travel Program, exclusive room rates for colleagues, which includes 50% off all food & beverage when staying at Fairmont Resorts in Banff, Lake Louise, Jasper & Whistler.
- One complimentary buffet meal per shift in our staff cafeteria.
- Subsidized shared Staff Accommodation for full-time status (subject to availability).

At Rimrock Banff, we believe that diversity makes us stronger, and inclusion moves us forward.

Our team is made up of individuals from across the globe, each bringing their own culture, perspective, and story. In a place as naturally diverse as Banff National Park, it's only fitting that our workplace reflects the same richness.

Whether you're on shift or in staff housing, we want every person to feel seen, valued, and free to be fully themselves, regardless of race, culture, gender identity, religion, abilities, sexual orientation, or age.

Inclusion isn't a box we check, it's a value we live. And while we're proud of our progress, we know there's always more to learn, more ways to grow, and more voices to elevate.

Together, we build a workplace where belonging isn't just possible, it's expected.

Be you. Be bold. Stay moved.