



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 intention, calm, and care.

As a Host, you are the first point of contact for our guests, setting the tone for an exceptional experience through genuine hospitality, thoughtful attention to detail, and a warm, polished welcome. You will create a seamless arrival experience, manage reservations and seating arrangements, and work closely with the service team to ensure every guest feels recognised, valued, and well cared for.

What You'll Be Doing

- Welcome guests with warmth, professionalism, and genuine enthusiasm, creating a memorable first impression from the moment they arrive.
- Manage reservations, guest arrivals, seating assignments, and waitlists efficiently to ensure a smooth and organised service.
- Escort guests to their tables and introduce them to their dining experience in a polished and engaging manner.
- Maintain a strong awareness of table availability, guest preferences, reservation notes, special occasions, and VIP arrivals.
- Respond to guest enquiries with confidence, providing accurate information about the restaurant, menu, dietary considerations, and available services.
- Handle guest concerns, delays, and reservation changes with discretion, empathy, and sound judgement, escalating matters when appropriate.
- Recognise opportunities to personalise the guest experience, including acknowledging returning guests, celebrating special occasions, and accommodating reasonable requests.
- Maintain the presentation of the entrance, host stand, waiting areas, and surrounding restaurant spaces in keeping with luxury fine dining standards.

What You Bring

- Previous experience in a host, guest relations, or customer-facing hospitality role is preferred; experience in fine dining or luxury hospitality is an asset.
- Excellent communication and interpersonal skills, with the ability to engage confidently and professionally with a diverse range of guests.
- Strong organisational skills and the ability to manage multiple priorities in a fast-paced restaurant environment.
- Confidence using reservation management systems and standard computer applications; experience with restaurant POS systems is an asset.
- Alberta ProServe Certification

Who You Are

You are composed, methodical, and quietly authoritative. You value consistency, structure, and precision, understanding that the dining experience begins the moment a guest steps through the door.

You are observant, supportive, and conscientious, preferring steady excellence over flash.

Guests and colleagues trust you because your presence is grounded, your communication is clear, and your attention to detail ensures a seamless, elevated experience.

At Parker's Table, your calm, confident welcome protects the dining room, sets the rhythm, and allows every guest to feel expected and cared for.

Welcome with intention. Support with care. Stay moved.

Physical Demands

- Continuous standing and walking for extended periods
- Frequent lifting and carrying of menus, reservation tools, and light service items (up to 11 lbs / 5 kg; occasional up to 22 lbs / 10 kg)
- Frequent bending, reaching, and fine motor movements

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.