



Position	Front Desk/Pro-Shop Staff
Job Type	Seasonal
Reporting to	General Manager
Start Date	May 1st, 2021

Company Overview

The Lakes at Ben Eoin Golf Club & Resort is intricately woven through the rugged terrain, crossing creeks, diving with the slope of Ben Eoin Mountain and filled with pristine views of the beautiful Bras d'Or Lakes. The Lakes Golf Club is one of the most thrilling golf courses you will ever play in Nova Scotia. Established in 2009, with a membership base of 250. The club offers a modern clubhouse and amenities and is the primary focus of a four-season resort.

Job Summary

This position requires a dedicated and motivated professional to create a high-quality, 5-star accommodation experience for guests of the Resort that lead to positive reviews and future stays. Reporting to the General Manager, Front Desk Agents will be cross trained on Pro-Shop responsibilities. This position will be trained so that individuals are able to service customers on the front line, as well as take care of operations from behind the scenes.

Roles and Responsibilities:

- Ensure needs of guests are met, establish personalized guest connections that provide the best quality experience
- Take reservations by phone and online
- Facilitate and process guest check-in and check-out
- Respond to guest inquiries, concerns, and complaints as needed
- Verifying cleanliness, order, temperature and lighting of rooms that guests are checking into.
- Cleaning rooms, common areas, and laundry as required
- Other duties as assigned

Qualifications:

- College or University Degree in Business, Hospitality and Tourism an asset, but individuals with previous experience will be considered
- Computer skills required for booking reservations and operation of Point-of-Sale System, proficiency using Microsoft office, and social media platforms
- Professional image, strong communication skills and exceptional customer relations skills
- Detail oriented and good problem-solving skills
- Ability to multitask

Qualified candidates should submit a cover letter of application quoting the position title (Front Desk Agent) that identifies your education and experience as it relates to this position, a resume, contact information and list of three professional references.

Please submit in PDF format by email to General Manager, Rick McCarthy: rick@lakesresort.ca. Qualified candidates will be contacted for an interview. Thank you for your application.