

PRIMARY ROLES AT BANFF LODGING CO.



Housekeeping: Experience Required: NONE

English Level Required: BASIC

Wage: Starting wage is \$16. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: Clean guest rooms and replenishing their supplies, report any maintenance problems, ensure all corridors, housekeeping closets and public areas are cleaned.

Kitchen Helper: Experience Required: NONE

English Level Required: BASIC

Wage: Starting wage is \$16. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: Kitchen Helpers may be working as a Dishwasher or Prep Cook. Duties include operate dishwashers to wash dishes, glassware and flatware, wash other items by hand; scour pots and pans, clean and sanitize kitchen including work surfaces, cupboards, storage areas, appliances and equipment, remove garbage, sweep and mop floors, prepare food items as by following recipes, portion controls, and presentation specifications. Restock items as needed and prepare simple food items. Must have Food Safe Handling certification before starting work.

Line Cook: Experience Required: 1 YEAR

English Level Required: INTERMEDIATE

Wage: Starting wage is \$17. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: Prepare food by following recipes serve food in the proper portion size and with correct presentation. Prepare and restock all items as needed throughout shift. Assist with the cleaning, sanitation, and organization of kitchen. Must have Food Safe Handling certification before starting work.

Maintenance: Experience Required: 1 YEAR

English Level Required: INTERMEDIATE

Wage: Starting wage is \$17. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: Maintain and improve upon hotel guest rooms, restaurant, pool facilities, and additional public areas by performing routine maintenance jobs and repairs. Complete assigned work orders in a timely manner. Maintain the safety and upkeep of guest areas in the indoor and outdoor spaces.

Front Desk: Experience Required: 1 YEAR

English Level Required: ADVANCED

Wage: Starting wage is \$16. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: Must be friendly, have excellent communication skills and have experience in hospitality, reception or customer service. Answer phone calls, emails and greeting guests as they arrive. Process check-ins and check-outs and make reservations, share area knowledge. Solve problems for guests to make sure they have an amazing experience.

Bell Attendant: Experience Required: NONE

English Level Required: ADVANCED

Wage: Wage is \$15 + tips

Job Description: Job available from May to October only. Deliver luggage and supplies to the guest rooms. Provide guests with information about the hotel and local area. Maintain and resupply common areas, outdoor spaces and pools to a high level of cleanliness.

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Restaurant Busser: Experience Required: NONE

English Level Required: INTERMEDIATE

Wage: Wage is \$15 + tips

Job Description: Prepare the restaurant for dining and cleaning tables throughout service, assist with the delivery of food & beverages as well as clear and clean tables, ensure menus are clean and are complete and monitor cleanliness of washroom. Shifts are often 4-6 hours per day based on business levels. Must have Pro-Serve certification before starting work.

Restaurant Server: Experience Required: 1 YEAR

English Level Required: INTERMEDIATE

Wage: Wage is \$15 + tips

Job Description: Most often bussers are promoted to be a server based on skills and performance. In the rare occasion that a server is hired directly, it is because of their previous experience and skill level. You will share your knowledge of the menu and beverages available. Serve food and beverages in an efficient and friendly manner. Ensure all food allergies, intolerances, and/or substitutions are communicated to the kitchen. Prepare restaurant for dining and perform basic cleaning tasks as directed. Must have Pro-Serve certification before starting work.

Cinema Attendant Experience Required: NONE

English Level Required: INTERMEDIATE

Wage: Starting wage is \$16. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: You'll be knowledgeable about new feature films and advise guests about show times and prices, while being courteous and professional. Ensure the security of all cash, receipts and tickets. Keep the box office up to date. Work at the concession stand service snacks, beverages and alcoholic beverages. Prepare service and stock areas, clean and maintain the exterior and interior areas. Assist with daily inventory tracking with a strong attention to detail. Must have Pro-Serve certification before starting work.

RESERVATIONS SALES AGENT Experience Required: 6 MONTHS

English Level Required: INTERMEDIATE

Wage: Starting wage is \$17. Wage is reviewed within 90 days of start date and may be increased based on performance.

Job Description: Answer incoming phone calls and develop a rapport with the caller while answering questions, making recommendations and lead dialogue to a quote/booking. Counsel clients on terms and conditions of travel. Liaise with Front Office staff, booking partners and wholesalers. Process payments, book reservations in our property management system, send out confirmation notices and document special requests. Input and manage data into our booking engine and reservation databases.