



## Job Description – 2023/24 Lodge Host

### About Us

Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heliski strives to provide remarkable, unparalleled experiences to our guests and staff. We are an efficient team of like-minded individuals found happiest in the mountains, fulfilled by small town living, and are always seeking the next pursuit. We pride ourselves on providing a workplace that is supportive, safe, entrepreneurial in spirit, and most importantly fun.

### Job Overview

The Lodge Host is responsible for being team players and competently executing bar, food and beverage service to a high standard. They are the face of the bar and meal service and have considerable influence in our guest's experience. Leading by example and addressing all situations in a professional manner, they seamlessly ensure all guests' needs are met. A high level is maintained in relation to drink quality, order accuracy, and adherence to food and beverage regulations. Cleaning duties are also part of this position.

### Employment Details

Dates:	Dec 1st, 2023, to the end of the season. Paid training in mid-Nov.
Type:	Full and part time seasonal positions available.
Reports To:	Director of Hospitality & Lodge Operations
Compensation:	Based on experience
Benefits:	EPH Staff Uniform Staff Heli-Skiing (1 day guaranteed, additional days based on performance) Discounts with EPH suppliers and partners Training & Education Subsidies Paid training, lunch, and breaks.
Work Location:	Primary: Eagle Pass Lodge, 1467 Highway 23S, Revelstoke Secondary: may include Day base and Office locations on occasion
Physical Demands:	Standing for long periods Ability to carry serving trays and multiple items May require the ability to lift up to 30 lbs

### Roles and Responsibilities

EPH bases our roles and responsibilities on the Driver, Authorizer, Contributor, Informed (DACI) model. This position will be expected to fulfil the role as follows.

#### *Primary Responsibilities (Driver)*

- ☐ Follow direction from Management Team as a team player to complete all required tasks

[www.eaglepassheliskiing.com](http://www.eaglepassheliskiing.com) [info@eaglepassheliskiing.com](mailto:info@eaglepassheliskiing.com)

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Post: Box 2555, Courier/Office: 309 Mackenzie Avenue, Revelstoke, BC CANADA V0E 2S1



- ☐ Create and execute custom drink orders as approved by management
- ☐ Maintain a professional and friendly demeanor and offer timely assistance to customers to ensure their needs are met
- ☐ Use of proper serving techniques as communicated in training
- ☐ Ensure that the food and beverage areas maintain proper standards of cleanliness and sanitation
- ☐ Offer bespoke service by anticipating guests needs before being asked by
- ☐ identifying preferences, communicating and recording for future reference
- ☐ accurately
- ☐ Review communication log at start of shift and complete at the end of shift
- ☐ Record all sales accurately as well as inform management of any wastage, requests for discount or promotional deals
- ☐ Assist guests with special dietary needs and relay to the Chef if not already recorded
- ☐ Assist all teams members and departments as requested
- ☐ In-depth knowledge of cleaning supplies and usages, WHMIS and proactively seek out additional knowledge if unsure
- ☐ Follow daily, weekly, and monthly checklists for cleaning and maintenance as required
- ☐ Follow all company safety and security procedures
- ☐ Report any maintenance issues, damage, or safety hazards to Management

*Key Skills and Proficiencies*

- ☐ Excellent time management skills, ability to take ownership of tasks to ensure accurate completion
- ☐ Previous bartending and serving experience of 1-2 years an asset
- ☐ WHMIS Certification an asset
- ☐ Wine knowledge an asset

*Please send resumes to [lodge@eaglepassheliskiing.com](mailto:lodge@eaglepassheliskiing.com).*

*Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.*

*Eagle Pass Heliski is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin disability, veteran status, and any other legally protected characteristics.*

/end.

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