



DIMENSIONS

Lodge Host

Who We Are

Combining neuroscientific research with plant ceremony and luxurious hospitality, Dimensions focuses on restorative well-being and transformational growth. Dimensions helps improve and transform lives by drawing on the restorative power of nature, spa rituals, remarkable cuisine, and plant ceremony. Supporting lives to reset, renew and transform lies at the heart of everything we do. We are passionate about our purpose and it is the reason we come to work every day. Dimensions Algonquin Highlands is our first Canadian property to open among our growing international collection of safe, legal and luxurious accommodations in natural settings.

The Role

Reporting to Dimensions Algonquin Highland's Lodge Manager, the Lodge Host is responsible for directing the full luxury experience for our guests during their stay. You will administer the welcome and arrival of the guests, serve meals, and act as a liaison with the Activities, Housekeeping, Spa, and Clinical Teams. You will also assist with the planning and booking of guests at future Dimensions Retreats.

Duties and Responsibilities

- Coordinate with Housekeeping and Clinical Teams for arrival times of guests to ensure a seamless arrival experience
- Ensure the health, safety, and privacy of our guests
- Welcome Guests upon arrival confirming accommodations, providing keys, directing/escorting to rooms and cabins, and assisting with luggage delivery
- Provide professional and personable food + beverage service during meal periods, as directed by the Executive Chef
- Answer guest questions or direct to the proper team member(s)
- Maintain the cleanliness of the Guest Lodge areas
- Reconcile any additional guest charges, communicate to the guest, and settle as required upon departure
- Any additional tasks as assigned by Management

Qualifications

- Hospitality degree or diploma and/or previous luxury resort experience preferred
- Proficiency with property management systems
- Exceptional customer service and relationship building skills
- SmartServe certification
- You have a knack for names and faces and making impressions for guests a memorable one
- You are a good listener with a relaxed, approachable attitude that supports guest needs
- Must be fluent in English; working proficiency in French would be an asset
- Previous fine dining serving experience
- Must have an eye for detail in all aspects of guest service delivery
- Exceptional organizational, problem-solving, and interpersonal skills

- Must be discrete and respectful of others
- Ability to work varied hours/days, including nights, weekends, and holidays as needed

What we offer

- Excellent and comprehensive training program that will help you build skills and grow/develop in a luxury guest service environment
- Work in a picturesque and natural lakeside (Maple Lake) location
- Competitive flexible benefits package for full-time and part-time staff
- Health benefits starting on day 1 for full-time staff
- Access to a comprehensive employee and family assistance program
- Access to Calm subscription and other mindfulness and meditation resources that support mental health
- Employee Housing assistance program
- Meals on duty

LOCATION: Dimensions Algonquin Highlands is located at 1218 Canopy Lane, Maple Lake, Stanhope Township, Ontario (20 minutes west of Haliburton).

How we hire

Please send a cover letter and resume to: Recruiting@dimensionsretreats.com

Dimensions is committed to fostering a climate of diversity, equity, inclusion and respect. We are committed to creating an inclusive environment where people from all backgrounds can thrive. We welcome all applicants, and encourage applications from racialized persons, Indigenous Peoples, women, persons with disabilities, LGBTQ2S persons, and others who may contribute to furthering a diversity of ideas within our organization.

We thank you to all who apply, however only qualified candidates will be contacted.

To enquire: Recruiting@dimensionsretreats.com