



DIMENSIONS

ALGONQUIN HIGHLANDS

Job description – LINE COOK

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 the Chef or designate, the Line Cook's main duties include preparing and cooking food in all stations, cleaning up prep areas, and making sure the kitchen is stocked and organized. You will prepare food and menu items following recipes created by the kitchen management team and help the kitchen run smoothly.

Duties and Responsibilities

- Maintains a safe work environment
- Assisting with stocking and setting up the kitchen stations
- Preparing food including mise en place for each station
- Plating prepared foods based on kitchen manager's guidance
- Communicating with front of house to ensure orders are completed according to request and on time
- Ensuring the kitchen equipment is handled with care
- Communicating with kitchen managers for any opportunity to improve kitchen performance
- Follows and upholds all health codes and sanitation regulations
- Uses waste control guidelines
- Perform other duties as assigned

Qualifications

- Relevant culinary education preferred
- Previous food preparation experience required
- Displays team focus, initiative, enthusiasm, and self-motivation
- Ability to conduct oneself calmly and effectively under pressure
- Demonstrates good work ethic and open to learning
- Food Handler certification
- 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



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- Lifting and/or moving up to 30 lbs.
- 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
- 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.

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Job Description: LODGE HOST

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The Role

Reporting to Dimensions Algonquin Highland's Assistant 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
- Welcome guests upon arrival confirming accommodations, providing keys, directing/escorting to rooms and cabins, and assisting with luggage delivery
- Ensure the health, safety, and privacy of our guests
- 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
- Smart Serve 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



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- 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

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- Work in a picturesque and natural lakeside (Maple Lake) location
- Competitive flexible benefits package for full-time and part-time staff
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- Access to a comprehensive Employee and Family Assistance Program (EFAP)
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Job Description: KITCHEN PORTER

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The Role

Reporting to the Executive Chef the Kitchen Porter's main duties include cleaning up prep areas and making sure the kitchen is well organized. You will prepare some food and menu items following recipes created by the Culinary Team and help the kitchen run smoothly.

Duties and Responsibilities

- Maintains a safe work environment
- Follows and upholds all health codes and sanitation regulations
- Assisting with stocking and setting up the kitchen stations
- Supporting preparation of mise en place for each station when needed
- Communicating with Culinary Team to ensure meals are prepared and presented according to Dimensions culinary standards
- Ensuring the kitchen is consistently cleaned
- Ensuring the kitchen equipment is well maintained and handled with care
- Communicating with Culinary Team for any opportunity to improve kitchen performance
- Uses waste control guidelines
- Perform other duties as assigned

Qualifications

- Relevant culinary education preferred
- Previous food preparation experience required
- Displays team focus, initiative, enthusiasm, and self-motivation
- Ability to conduct oneself calmly and effectively under pressure
- Demonstrates good work ethic and open to learning
- Food Handler certification or similar training
- Exceptional standards of cleanliness and sanitation to be upheld at all times
- Must have an eye for detail in all aspects of guest service delivery
- Exceptional organizational, problem-solving, and interpersonal skills



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Job Description: HOUSEKEEPER

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The Role

Reporting to the Housekeeping Supervisor, the Housekeeper is responsible for providing a clean and tidy environment for our guests which is key in their journey and transformation. Respecting the guest's privacy and safety is of the utmost importance for the entire Dimensions Team. The Housekeeping Team is at the heart of creating an exceptional guest and maintaining standards of hospitality our guests will always remember.

Duties and Responsibilities

- Prepare guest rooms and cabins for guest arrival to luxury standards
- Provide daily tidy service including organizing items, replenishing amenities, and changing linens as required
- Welcome and acknowledge all guests according to company standards
- Identify, assess and address areas that need extra attention
- Deliver guest requests as required
- Identify and report preventative or other maintenance issues in guest rooms and cabins
- Provide evening refresh services
- Ensure the health, safety, and privacy of guests
- Maintain cleanliness of all guest areas as required
- Any additional tasks as assigned by Management

Qualifications

- Previous luxury resort housekeeping experience preferred
- Exceptional organizational and interpersonal skills with attention to detail
- Strong service orientation – actively looks for ways to help others
- Displays initiative, enthusiasm and self-motivation
- Must be discrete and respectful of others
- Ability to work varied hours/days, including nights, weekends, and holidays as needed
- Able to work within the physical demands of the position including extensive walking, bending, pushing and pulling, lifting and carrying of over 25lbs



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