

Job Description: 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 Managers, 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 Culinary, Housekeeping, Spa, and Clinical Teams. You will also assist with the planning and booking of guests at future Dimensions Retreats. The Lodge Host assists with the recreational use of the property, providing guests with the opportunity to immerse themselves in the natural beauty of the property and of Maple Lake. You will organize and direct the use of recreational equipment and support guests to explore individually, or through guided tours.

Duties and Responsibilities

- Understand who the guests are prior to arrival and communicate relevant details to the team and Clinical Director
- Communicate and coordinate with housekeeping, culinary 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 and team members
- 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 including light dusting, vacuuming, and fireplace maintenance (inside and out), coffee station, tabletops, shoe + coat areas, etc.
- Reconcile any additional guest charges, communicate to the guest, and settle as required upon departure
- Actively listen to guests and support them throughout their retreat experience
- Ensure the smooth flow of retreat program activities and attend to guests as required during inter-activity periods
- Liaise with and maintain open channels of communication with all departments
- Ensure knowledge and literacy of all retreat program activities to be able to communicate to guests (therapeutic modalities, biosound, float tank, etc.)
- Escort guests to various appointments as needed (e.g., float tank, cold plunge, etc.), ensure proper room/area setup, and provide instruction around safe use of all equipment
- Support guests to safely explore our activities on their own or in a group (hiking, kayaking, canoeing, paddleboarding, snowshoeing and cross-country skiing)
- Attend safety talks and staff meetings
- Timely and accurate reporting of all incidents, deficiencies and guest feedback to appropriate staff
- Take part in the collaborative care of Dimensions property and premises
- Answer incoming phone calls, manage the phone systems, and book registrations



DIMENSIONS
ALGONQUIN HIGHLANDS

- Log and update important guest information across various platforms
- Any additional tasks as assigned by Management

Qualifications

- Hospitality degree or diploma and/or previous luxury resort experience preferred
- Proficiency with various technology and software systems
- Ability to learn independently and adopt new technologies and systems when required
- 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
- Must have an eye for detail in all aspects of guest service delivery
- Displays initiative, enthusiasm and self-motivation
- 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
- Ability to instruct people of varying skill levels how to be safe on the water and on land with respect to activities
- Experience with various outdoor activities is an asset
- Experience in facilities, maintenance, or grounds-keeping experience is an asset
- Comfortable working outside in all conditions and for extended periods of time
- Able to work within the physical demands of the position including extensive walking, bending, pushing and pulling, lifting and carrying of over 50lbs

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
- 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, LGBTQIA2S+ 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