



Employment Opportunity

Application Close Date: When position filled

Position: Porter (Full-Time or Part-Time)

Reports To: Manager On Duty

Job Definition:

The Porter at the Quaaout Lodge is a complete service professional. To ensure that guests have a positive and enjoyable experience, not only at the resort but in the region, knowledge of resort facilities and services as well as attractions and services in the region is required. Professional appearance and behavior is required at all times.

The Porter is required to work as part of a team and independently as the person responsible for resort facilities throughout the day and night. As a Porter you will be the first person that the guest sees when they arrive at the hotel. Being welcoming, friendly and having a positive attitude is a Porters Front Desk Agents are required to be well informed about all aspects of the resort as well as the community and region as a whole.

Duties:

- Welcoming guests to the resort.
- Hold open doors for guests to enter and exit the resort.
- You will be on your feet during your shift.
- Ensure the safety and security of guests and resort property.
- Baggage service to and from guest rooms, including tour bus luggage.
- Ensure that all bags and other guest effects and property tagged and are distributed to the correct room.
- Aid guests with the whereabouts of resort facilities.
- Respond to guest calls that concern minor maintenance and housekeeping requests.
- Provide concierge services.
- Keep all front areas of the resort clean and free of any garbage and debris.
- Assist other departments as needed, including but not limited to banquets and housekeeping.
- Other tasks contributing to the operation of the resort as requested by management.

Skills & Experience:

- You **MUST** enjoy interacting with people. We welcome visitors from around the world. You must be comfortable meeting and interacting in a friendly way with many new people every day.
- Be able to lift baggage up to 50lbs
- Professional appearance and manner.
- Ability to work independently with little supervision
- Ability to manage time effectively
- Excellent communication skills
- Ability to troubleshoot
- Bondable (criminal record check may be required)

The Porter is required to work evenings, weekends, and holidays.

- We operate 24 hours a day, 7 days a week, 365 days a year.
- Porters are scheduled for a variety of shifts with hours that vary depending on business levels.

- Shifts will vary from week to week, and specific days off cannot be guaranteed. Scheduling requests received in advance will be accommodated where possible, but are not guaranteed.
 - Porter shifts typically occur between 6:00am and 11:00pm but you may be required to work earlier or later depending on business volumes.
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If you think you are ready for this challenge, please submit your resume and cover letter to:

Quaaout Lodge
Attn: Michelle Whitlock

In person: Quaaout Lodge front desk – 1663 Little Shuswap Lake Rd

Email: mwhitlock@quaaoutlodge.com