

ABOUT THE ROLE

Title: Arrival Host

Team: Guest Services

Location: Fogo Island, Newfoundland, Canada

WHO WE ARE

A member of Relais & Châteaux with Three MICHELIN Keys, Fogo Island Inn is a 29-room luxury hotel, built on principles of sustainability and respect for nature and culture. The Inn is a community asset, owned by the charity [Shorefast](#), and 100 percent of operating surpluses are reinvested into Shorefast's work to secure a resilient future for Fogo Island.

Our work has garnered significant international interest including a feature on [60 Minutes](#) and in The New York Times' [52 Places for a Changed World](#). The mission of Shorefast is to build, learn, and share economic development practices that catalyse the assets of local places, starting with Fogo Island.

Learn more about us: fogoislandinn.ca

THE OPPORTUNITY

As **Arrival Host**, you are passionate about providing personalized and exceptional service to ensure a memorable first impression for each guest. You thrive on anticipating guest needs while ensuring the arrival experience exceeds expectations. You possess the ability to drive safely, ensuring guests and team members arrive at their destination in a timely manner.

WHAT YOU'LL DO

- Greet all arriving guests and visitors warmly, offering a friendly and welcoming first impression.
- Responsible for traffic flow into the Inn and guest parking area through stationing at the Traffic Shed.
- Provide guests and visitors with relevant information about the property, amenities, services, and surrounding areas by answering any initial questions they may have.
- Assist guests and team members with shuttle service requests when required.
- Provide valet service as needed for guests of the Inn.
- Maintain up-to-date knowledge of local activities, restaurants, events, and seasonal activations to make well-informed recommendations.
- Other duties as required.

QUALIFICATIONS AND EXPERIENCE

- Minimum of 2 years professional or non-professional driving experience preferred.
- Must have a valid Driver's License.
- Knowledge of local activities, dining, and services preferred.
- Flexibility to work shifts, including nights, weekends, and holidays.

WHAT WE OFFER

- Competitive wages.
- Access to an employee work-out room, to support personal well-being.
- An engaged, highly supportive, and collaborative environment that encourages creativity and curiosity.
- The opportunity to work in a thriving social enterprise.
- Continued learning and professional development training.
- Allowances for travel to Fogo Island may be available.
- Housing/accommodations assistance may be available.

TO APPLY

Please submit a cover letter and resume to careers@fogoislandinn.ca, with the subject line “**Arrival Host**”; Questions about this position may also be directed here.

Deadline for Applications: Until Filled

We are grateful for all applications, but only those selected for an interview will be contacted.

We endeavour to foster an accessible work environment and to ensure all in our care feel safe and valued. Please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.