

## ABOUT THE ROLE

**Title: Front Desk 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](http://fogoislandinn.ca)

## THE OPPORTUNITY

As **Front Desk Host**, you are passionate about providing a warm welcome and exceptional service to guests from check-in to check-out. You can manage reservations, handling guest inquiries, processing payments, and coordinating with other Inn departments to ensure a seamless guest experience. You possess excellent communication skills, a friendly demeanor, and a love for hospitality.

## WHAT YOU'LL DO

- Efficiently check guests in and out, ensuring a smooth and positive experience, verifying guest identification, assigning rooms, and explaining Inn amenities.
- Handle guest reservations, cancellations, and modifications, over the phone, using the property management system accurately.
- Address guest inquiries, requests, and complaints professionally, providing solutions or escalating issues to Inn Leadership when necessary.
- Handle payments, process credit card authorizations, and maintain accurate billing information for each guest.
- Provide guests with information about the Inn, local activations, dining recommendations, and arrange transportation or reservations as needed.
- Ensure all guest information and transactions are recorded accurately in the system, including room status updates, billing details, and special requests.
- Communicate with housekeeping, maintenance, and other departments to address guest needs, room readiness, and special accommodations.
- Follow hotel security protocols, verify guest identification, and assist with emergencies by communicating effectively with relevant departments.
- Assisting with guest correspondence as required by job duty allocation or as requested by the Director of Guest Service.
- Other duties as required.

## QUALIFICATIONS AND EXPERIENCE

- Prior experience in guest services or hospitality, particularly in a front desk or administrative role, preferred.
- Strong verbal and written communication skills, with a professional, friendly demeanor.
- A commitment to delivering excellent guest service with a proactive and solution-oriented approach.
- Ability to manage multiple tasks, maintain accuracy, and stay organized in a fast-paced environment.
- Familiarity with property management systems and office software; willingness to learn hotel-specific systems.
- Must be available to work evenings, 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](mailto:careers@fogoislandinn.ca), with the subject line “**Front Desk 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.