Restaurant Reservations Host

Wickaninnish Inn

Job ID
10265

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LOCATION	DATE POSTED	EXPIRY DATE
500 Osprey Lane, Tofino, BC| British Columbia	27-07-2026	23-01-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 23.00	1 to less than 7 months	Secondary (high) school graduation certificate

Job Details

Join our Restaurant Team as a Restaurant Reservations Host, where you have the opportunity to learn and grow in a Relais & Châteaux property recognized by Forbes, Michelin Key, AAA Four Diamond, and Travel & Leisure's World's Best Hotels.

The successful candidate must be able to lead, and be a role model for all operating standards and systems. Energy, passion, strong communication skills, and the ability to multi-task are necessary for this position. A commitment to continuous improvement is key.
We are dedicated to fostering a culture of belonging where every individual is appreciated and valued for who they are. We are passionate about providing a supportive environment for our team, delivering excellence to our guests while achieving the highest sustainability practices, and creating a lasting legacy for our families and communities.

NOC Code: 64300

Wage is $23.00 per hour. Financial commitment incentive and team housing is available. Wages may be increased due to annual salary reviews, provincial minimum wage changes or at the employer's discretion. 1 position available.

Shared team housing. Housing includes internet, heat, water, electricity, parking, and in-suite laundry facilities

Benefits: Group insurance benefits (incl. vision care benefits, dental care benefits, life insurance, travel insurance), RRSP matching, gratuities, and other benefits (incl. Hotel/Restaurant discounts, free parking, wellness programs).

As a Restaurant Reservations Host you will:
• Ensure efficient and personalized guest service meeting and exceeding Relais & Chateaux, AAA 4 & 5 Diamond and Forbes Standards.
• Lead by example and be a pro-active member of The Pointe Restaurant Team.
• Manage detailed restaurant reservations via the Inn's Property Management System, email, and over the phone.
• Assist floor management including server/table section assignment to ensure a smooth pace of service.
• Welcome and seat guests.
• Receive and effectively communicate room service orders from guests, and process through use of Silverware POS; assisting with delivery when necessary.

• Assist service team when necessary.
• Inspect dining and serving areas and equipment; keeping the restaurant guest ready at all times.
• Ensure menus are always up to date and presentable.
• Complete various administration tasks including, but not limited to, reservation email requests, internal correspondence, e-commerce.
• Perform quality assurance checks and address guest comments and complaints.

The Wickaninnish Inn is committed to the principles of equality and diversity in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience.

Our ideal candidate will embody the West Coast culture, while still being committed to the art of hospitality and pursuit of excellence. They will have:
• The willingness to learn in a team environment while striving to exceed Relais & Chateaux, AAA 4 & 5 Diamond and Forbes Standards.
• Exemplary guest service skills and a demonstrated willingness to exceed guest expectations.
• Previous fine dining or host/hostess experience required.
• A professional attitude and an appreciation for detail
• A passion for guest service, appreciation of food & beverages and desire for continual education.
• The ability to lift and carry up to 25 lbs/11.3 kgs.
• A professional and positive attitude in every aspect of the position.
• Consistent punctuality and dedication.
• A calm, polite and composed demeanor.
• Previous experience with hotel and restaurant reservations software such as Maestro and Res Diary, Silverware, an asset.
• A desire to contribute exciting and innovative ideas towards the ongoing improvement of The Pointe Restaurant and the Wickaninnish Inn as a whole.
• A valid Serving It Right Certification.
• The ability to make a commitment to the position for a mutually understood and agreed upon period of time.

To apply for this career opportunity, please send your resume and cover letter to Jobs@wickinn.com.

By submitting an application, you are attesting that the information given is accurate and you give consent to The Wickaninnish Inn to verify through means of previous employer contact and collection of information directly or indirectly through public social media. As we receive a high volume of e-mails, we are only able to respond directly to you if your Resume and interests align with our currently available positions.

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