

HOLLYHOCK

Position: Hollyhock Host

Reports to: Host Supervisor

Start Date: May 2026

Hours and Location: Seasonal, on Cortes Island

Wage: \$23/hour to start

ABOUT THE ROLE

As a Host, reporting to the Hosting Supervisor, you will be the welcoming presence in the Lodge and the primary point of contact for guests' questions and requests. Your responsibilities include booking meals for walk-in guests, serving and selling alcohol during meal times, and offering snacks from the host bar. You will work closely with the Kitchen and Guest Services teams to deliver outstanding customer service and uphold our commitment to hospitality excellence. Maintaining clean, inviting guest areas and greeting guests warmly upon arrival are key parts of your role.

The ideal host is personable, discreet, and resourceful, with exceptional communication skills. Providing service brings joy, and they handle challenges with grace under pressure. The ideal host is meticulous, detail-oriented and brings positive energy to enhance the guest experience and contribute to a welcoming environment for all.

Additionally, Hosts play a vital role in maintaining a safe environment for guests and staff by adhering to all safety guidelines outlined in the Hollyhock Safety Plan. These include cleaning and hygiene protocols, and may include physical distancing, and wearing masks or other PPE as required.

This role is perfect for someone who takes pride in creating memorable guest experiences and thrives in a dynamic, service-oriented environment.

KEY RESPONSIBILITIES

- Greeting, orienting guests with meal service
- Prepares dining room, serving room, decks and coffee bar for meals
- Rings the bell to announce meal times
- Handling financial transactions.
- Selling and serving alcohol.
- Cleans up after meals
- Caring for the safety and wellbeing of guests and staff
- Offering resources, directions, and information to enhance guest experience
- Keeps Lodge bathrooms, dining room, foyer/ halls, kitchen serving room, fire place room, outside decks clean and tidy (e.g mopping, wiping down dirty surfaces, cleaning windows and glass door fronts, sweeping entry ways and decks, tidying shoes, cleaning guest fridge)

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- Maintaining the coffee/ tea bar and the self serve snack station at all times, including carrying heavy trays of glasses
- Opening Lodge and coffee bar for early shifts (as early as 6am) and/or closing down and ensuring security for late shifts (8-9pm)
- Set-up, serving, and hosting at events or parties on occasion
- Assisting in Kitchen prep duties as required
- Must wear closed-toed non-skid shoes, long pants, t-shirts, or long sleeved shirts (no sleeveless shirts) and no hand or wrist jewelry. Fingernails must be kept short and clean, and hair must be worn up.

QUALIFICATIONS

- Ability to lift up to 14 kg (30 lbs), work on your feet for up to an 8-hour shift, and climb stairs
- Valid Serving It Right certification, or willingness to acquire it upon employment
- Customer Service experience an asset
- Ability to thrive in a shifting, fast-paced, occasionally stressful environment
- The successful candidate must be legally able to work in Canada and enjoy living in a remote setting