



In-Room Dining Manager

Located in the absolute centre of downtown in the vibrant Halifax waterfront, in the heart of the new Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a **In-Room Dining Manager**.

Employee Benefits:

- Eligible for \$500 signing bonus upon completion of probationary period.
- Eligible for shift premiums based on hotel capacity.
- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Flexible work schedule.
- 50% reimbursement of monthly transit pass.
- Access to our gym and fitness facilities.
- She allowances of \$100 per year.
- Dry cleaning allowance.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, and Dental benefits.
- Employer Funded Employee and Family Assistance Program.
- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.
- Employee centric back of house experience.

What you will be doing:

Reporting to the GM, the In Room Dining Manager is responsible for the leadership and coaching of the In Room Dining Team with a high degree of Guest satisfaction and return by ensuring consistent, exceptional guest service levels at all times. The In Room Dining Manager will;

- Oversee all facets of the In-Room Dining Department.
- Responsible for maintaining all stocks of inventory for IRD.
- Champion Forbes 5 Star throughout the In-Room Dining team to ensure that all standards are being met, including conducting regular audits and following up accordingly.
- Communicate with Sales department and Kitchen to ensure client needs are met.
- Supervise the consistency, quality, and efficiency of food and beverage service and amenities for the hotel's guest rooms & suites.
- Stay informed on upcoming events in the short term, planning for long term.

- Develop positive long-term customer and vendor relationships to assist in building Muir's reputation.
- Hire, and supervise, and performance manage In-Room Dining staff.
- Inspect grooming and attire of staff and ensure that it is impeccable; rectify any deficiencies
- Train employees on the Hotel's products & services to fully serve guests
- Foster and promote a cooperative working environment, maximizing productivity and employee morale.
- Provide exemplary leadership in the area of customer service and customer interaction.
- Champion a work culture with a positive and friendly attitude, and be able to communicate with team members to ensure the highest level of personalized service.

Your experience and skills include:

- 2-3 years of luxury guest service-related experience in hotels or food and beverage preferred
- Experience working in a luxury environment considered an asset
- Working knowledge of office software, point-of-sale system (EG Silverware), and phone systems
- Excellent verbal and written communication skills – English a must; a second applicable language an asset
- Excellent people skills and the ability to interact with all guests and owners, internal and external, effectively with tact and diplomacy
- True desire to satisfy the needs of others in a fast-paced environment
- Strong follow through skills
- Positive and can-do attitude
- Problem solving skills
- Effective complaint handling

Your Team and working environment:

- Fast-paced new build luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal
- A team of like-minded hospitality professionals that share a passion for service
- Back of house experience that puts employees first

Our commitment to Diversity & Inclusion: We are an inclusive company and our ambition is to attract, recruit, and promote diverse talent.

APPLY TODAY: For more information on the opportunities at the Muir Hotel, please visit www.muirhotel.com or send your resume to HR@MuirHotel.com