

Who we are...

Shuswap Lake Vacation Inc., operating as Twin Anchors Houseboat Vacations, is proud to be the largest houseboat company in Canada, offering the biggest and most luxurious houseboats in the country.

Located on Shuswap Lake—with 1,100 km of stunning shoreline—our houseboats provide guests with the ultimate opportunity to explore, relax, and create lifelong memories. Whether it's adventuring to the many scenic highlights of the lake or simply unwinding onboard, every experience is unforgettable.

We are based at the largest marina on Shuswap Lake, surrounded by breathtaking mountain scenery in beautiful Sicamous, BC. This prime location makes it the perfect place to work and enjoy outdoor adventures after hours.

At Twin Anchors, our mission is to deliver outstanding service, support, and guest experiences that help create lasting memories. We are always looking for enthusiastic team members who are passionate about hospitality, dedicated to providing excellent service, and eager to contribute to a fun and positive workplace for both employees and guests.

We have many openings available if the below job description doesn't fit, make sure to check out some of our other job ads to find a better fit. We appreciate all applicants.

Job Title:

Host/Hostess– Twin Anchors Houseboats

Job Description

As a **Host/Hostess - Hotel Front Desk Clerk** at **Shuswap Lakes Vacations Inc.**, your primary responsibility is to assist guests throughout the check-in and check-out processes to ensure a smooth and enjoyable experience at Twin Anchors Houseboats. You will play a key role in welcoming guests, providing excellent customer service, and ensuring a seamless transition as they begin or conclude their houseboat vacation.

Duties and Responsibilities:

- **Guest Arrival & Check-in:**
 - **Greet guests upon arrival**, offering a warm welcome and assisting them with parking assignments.
 - Ensure guests are directed to the correct areas of the marina and that they understand the next steps in their check-in process.

- **Identify captains and co-captains** of houseboats, assisting them with the necessary steps for registration, orientation, and any required documentation.
 - Provide guests with a **clear overview of the houseboat rental process**, including safety procedures, equipment handling, and other relevant information to ensure they have a great start to their vacation.
- **Guest Departure & Check-out:**
 - **Assist guests during the check-out process** when they return from their vacation, ensuring all necessary tasks (e.g., returning equipment, payment, finalizing paperwork) are completed efficiently.
 - Address any last-minute concerns or issues guests may have before departure, ensuring they leave satisfied with their stay.
 - Collect feedback from departing guests regarding their experience to continuously improve services and identify potential areas of improvement.
- **Customer Service & Communication:**
 - **Provide exceptional customer service** to all guests, responding promptly to inquiries and offering assistance whenever needed.
 - **Handle guest requests or issues** (e.g., special requests, complaints) in a professional and friendly manner, using strong conflict-resolution skills to maintain a positive guest experience.
 - Maintain clear communication with guests throughout their stay, ensuring they are informed of any relevant updates or changes.
- **Operational Support & Team Collaboration:**
 - **Assist with daily administrative tasks**, such as booking reservations, checking guest information, and processing payments, when necessary.
 - Work alongside other team members in the **Guest Services Department** to ensure the smooth operation of the marina, assisting with guest flow and supporting colleagues during busy periods.
 - Perform **other duties as needed** based on guest demand or operational requirements, ensuring the marina runs smoothly.
- **Safety & Compliance:**
 - **Ensure guests understand and follow safety guidelines**, particularly when it comes to boating regulations and houseboat operation.
 - **Follow all health and safety protocols**, including the use of **WHMIS (Workplace Hazardous Materials Information System)** training to handle any chemicals or cleaning products safely.

Required Skills & Knowledge:

- **Strong communication skills** to interact effectively with guests, team members, and management.
- **Experience in customer service** or similar roles, with a focus on providing exceptional service in a fast-paced environment.
- **Hospitality or tourism training** and prior work experience in these fields is preferred.

- Ability to handle **conflict or aggressive customers** effectively, using diplomacy and professionalism to resolve issues.
- WHMIS training for safety in handling hazardous materials or equipment.

Preferred Skills & Experience:

- **Knowledge of the houseboat industry** or experience in a **marine environment**, which will assist in offering informed guidance to guests and improving the guest experience.
- **Organizational training** or experience in directing or coordinating activities, ensuring efficient guest processing and maintaining a well-organized front desk.
- Prior experience in a **hotel or marina setting** is a plus, as it demonstrates an understanding of the type of service and environment the position operates in.

Physical Requirements:

- Ability to **stand and walk** for long periods, especially during busy check-in/ check-out times.
- Occasional need to **lift or move small items** (e.g., guest bags, office supplies) as part of daily operations.
- Comfortable working in both indoor and outdoor environments, and in **varied weather conditions** (e.g., rain, sun).

**** Must have excellent interpersonal skills and the ability to interact with customers and staff in a professional, friendly and respectful manner.****

Working Conditions:

- **Employment Type:** Full-time or part-time, depending on staffing needs.
- **Work Schedule:** Typically, **Thursday, Friday, Some Saturdays, Sunday, and Monday** with flexibility during peak seasons or special events.
- **Compensation:** \$19 hourly wage (to be determined based on experience) and **Tips** based on guest satisfaction.

Perks and Benefits:

- **Staff accommodation** available for eligible candidates.
- Discounts on gym memberships, staff events, BBQ boat cruises, merchandise, and Old Town Bay Pub.
- Houseboat discounts for staff during the off-season.

Location: 200 Old Town Road West, Sicamous, British Columbia, at **Twin Anchors Houseboats** on Shuswap Lake.

Must currently be legally able to work in Canada

Interested candidates should submit their **resume** and **cover letter**, outlining their relevant experience and qualifications. After reviewing applications, qualified candidates will be contacted for the next steps in the interview process.