
Job Title: Hospitality Manager

Location: Prince Edward County

Job Type: Full-Time/Salaried

Salary Range: Starting From \$60,000 To \$65,000

Schedule: Weekdays/Weekends/Holidays/Evenings

Reports To: General Manager, Resort Experience

Posting Date: May 12, 2026

Wander the Resort is a lakefront retreat in Prince Edward County where Nordic-inspired design meets relaxed County hospitality. Our property brings together private waterfront cabins, a thoughtfully curated restaurant, and a tranquil Nordic spa, creating an experience that feels restorative, intentional, and quietly luxurious. Wander is built around simplicity, quality, and genuine care for the guest experience — offering an escape that is both elevated and deeply comfortable.

Position Summary: We are seeking an experienced and passionate service-driven **Hospitality Manager** to oversee front-of-house service operations across our dining and guest experience outlets. This role is ideal for a hospitality leader who thrives in a hands-on environment, values exceptional guest experiences, and leads by example. The Hospitality Manager role is a hands-on role and will work closely with department leaders to elevate service standards, support daily operations, coach team members, and ensure consistency across all guest-facing experiences. The ideal candidate is equally comfortable leading a busy dinner service, mentoring staff, supporting special events, and helping refine systems and standards behind the scenes.

Key Responsibilities:

Guest Experience & Service Leadership

- Lead and uphold exceptional hospitality standards across all guest-facing food and beverage outlets
- Support service execution during peak periods, events, and high-volume operations
- Resolve escalated guest concerns with professionalism and care
- Foster a warm, polished, and guest-centric culture

Leadership & Team Development

- Coach and mentor front-of-house leaders and supervisors
- Support recruitment, onboarding, training, and performance development
- Build accountability, consistency, and professionalism across teams
- Help create future leadership pathways within the organization

Operational Excellence

- Ensure consistency in service standards, SOPs, and daily execution
- Collaborate with culinary, beverage, and resort leadership teams
- Support management with labour efficiency, scheduling practices, and service flow
- Identify opportunities to improve operations and guest satisfaction

Resort Collaboration

- Support resort-wide events, experiences, and special programming
- Maintain strong communication across departments
- Contribute to the evolution of Wander's hospitality culture and brand standards

What we're looking for:

- 3-5+ years of hospitality leadership experience.
- Experience in upscale restaurant, hotel, resort, or boutique hospitality environments.
- Strong leadership, communication, and problem-solving skills.
- Experience with seasonal staffing models.
- Calm and confident presence during busy operations.
- Passion for hospitality, service excellence, and team development.

Compensation + Benefits:

- Competitive salary
- Health & Dental benefits
- Phone allowance
- Resort Perks
- Growth opportunities within an expanding luxury hospitality brand

This job description is a general outline of the responsibilities and requirements for this position. Responsibilities may be added, deleted, or modified as needed to meet the changing needs of the Resort.

We invite you to apply to careers@wandertheresort.com

