



LAKE
O'HARA
LODGE

Staff Application Package



Table of Contents

[A bit about us](#)

[Job Opportunities](#)

[Wages, Room & Board](#)

[Health & Safety](#)

[Quirks & Curiosities](#)

[Work with us](#)

A black and white photograph of a person seen from behind, wearing a wide-brimmed hat and a dark jacket with a shoulder strap. They are looking out over a vast mountain range with a dense forest in the foreground. The text "A bit about us" is centered in the upper half of the image.

A bit about us

Welcome

Lake O'Hara Lodge is a welcoming, personalized and comfortable getaway for folks looking for a great escape — a respite from the busy world where guests can relax and enjoy all that the mountains have to offer. We provide cozy accommodations and unforgettable dining experiences all in our incredible remote location, with some of the best hiking in the Canadian Rockies at our doorstep.





Who We Are

We're a small family business with deep roots that keep us grounded to the same principles that have guided our operation for decades. A small group of families has owned and operated the business together for nearly half a century.

Behind the scenes of our day-to-day operation are the dedicated workers who make the Lake O'Hara Lodge experience possible. We're a community of bakers and bus drivers, housekeepers and handypeople, cooks and couriers, servers and stewards, hikers, musicians and friends. We work hard and strive to always be improving the lodge experience, while continuing to nod to the heritage of the place and cherishing our whimsical traditions. Together we're hosts to everyone visiting this beautiful place we call home each summer.

Our Values

We aim to provide exemplary service, dining and accommodations. An experience at Lake O'Hara Lodge should be unforgettable. We have a track record of outstanding customer service and a loyal group of guests who return year after year, not just for the scenery and trails, but for the hospitality they find here. We achieve this through the shared values of our staff.

PERSONALIZATION

Providing guests with a travel experience that feels authentic and unparalleled

WARMTH & WELCOME

Creating an inviting and supportive environment where guests can truly unwind and feel at home

METICULOUSNESS

Delivering extreme care, precision and attention to detail in all aspects of the business

CREATIVITY

Promoting inclusiveness, embracing laughter and having fun while working toward a common goal

ENVIRONMENTAL CONSCIOUSNESS

Sustaining the surrounding environment, minimizing our impact and being stewards of the Park

DIVERSITY & INCLUSION

Fostering a workplace where all individuals, regardless of their background, feel welcome and valued

LOYALTY

Fostering genuine relationships with guests and among staff, and treating them, ultimately, like family

QUALITY

Delivering the highest degree of excellence to all our guests

INTEGRITY

Being true to our values to gain the trust of our guests and everyone with whom we work

Diversity, Equity & Inclusion

Lake O'Hara Lodge is committed to fostering a diverse and inclusive workplace that reflects the rich tapestry of our society. In alignment with our values, we recognize the importance of employment equity and strive to create an environment where all individuals, regardless of their background, feel welcome and valued.

Toward these goals, the lodge has sought a special program designation with the BC Human Rights Commissioner. Through this new program, we hope to promote substantive equality in our workplace.

To learn more, please read our [Employment Equity Plan](#) and [Workplace Accommodation Plan](#).





Our Location

The lodge is situated on a peninsula on the edge of Lake O'Hara's turquoise waters in Yoho National Park, British Columbia, encircled by a ring of snowy peaks. Eleven kilometres in the backcountry, civilization is close enough for comfort but far enough away that Lake O'Hara doesn't see the big crowds of other destinations in the Rockies. Touted as "the finest jewel in the Rockies' crown," O'Hara is a special place to visit — let alone to spend a whole season here.

The lodge is located on the traditional territories of the Ktunaxa and Secwépemc nations. We acknowledge their longstanding stewardship over the lands and waters within what is presently recognized as Yoho National Park. We are actively striving to enhance the lodge's understanding and acknowledgment of Indigenous contributions to the region, both historically and ongoing.



Job Opportunities

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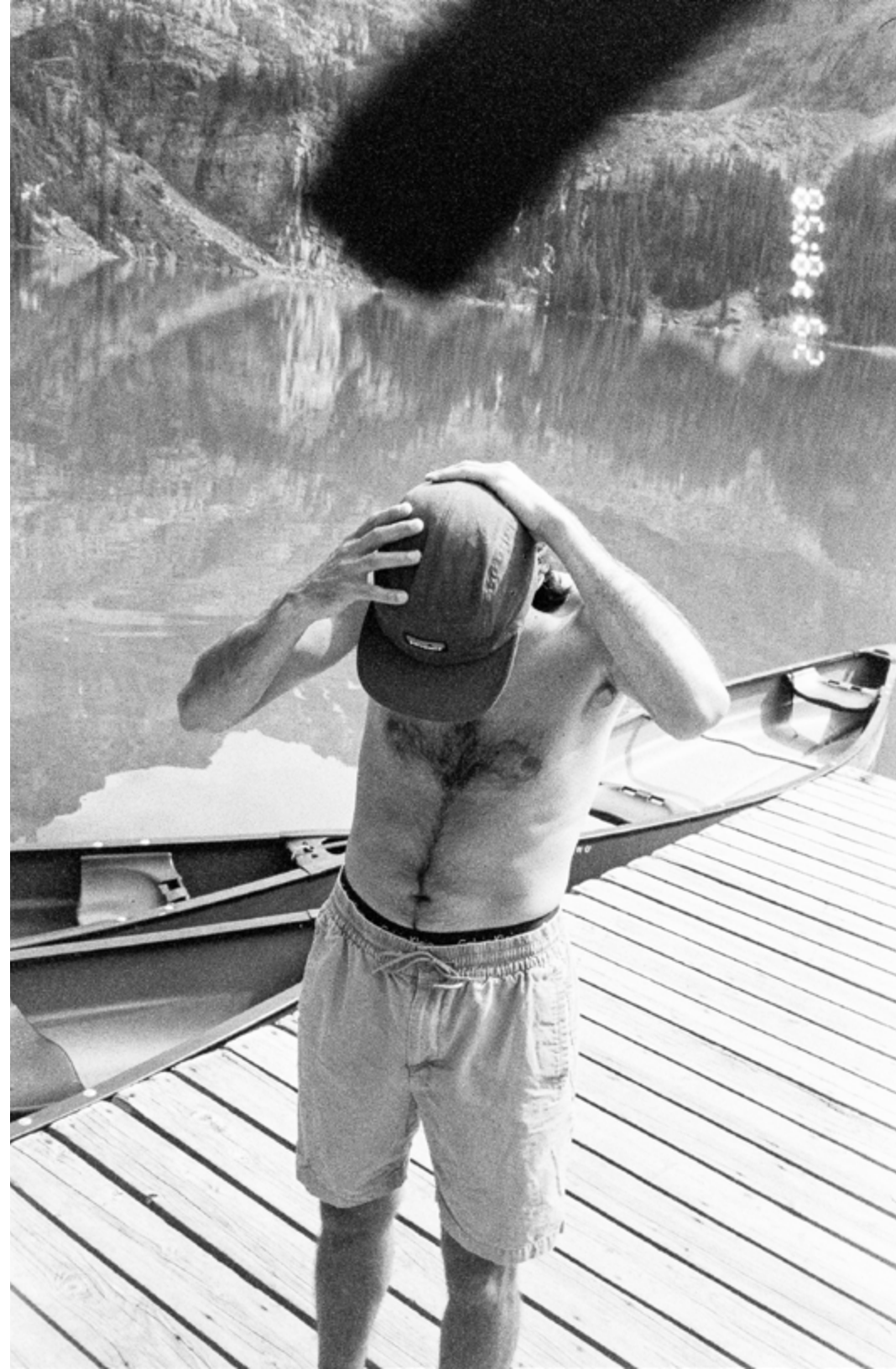
Our Summer Season

Our summer season runs from early June through early October. Hiring for our seasonal staff positions opens in January. Most positions for the coming summer are filled by March.

We hire about 21 seasonal staff for our summer operation. Some of our staff who are still in school depart at the end of August, leaving a handful of available positions for our short fall season: late August through early October. These positions are filled by July.

While some of our staff only stay for the summer months, we expect the majority of our staff to stay for the full season.

Full Season	Early June through early October
Summer Season	Early June through late August
Fall Season	Late August through early October





Our Staff

We expect our staff to be keen participants on a closely knit team — a team that's devoted to achieving excellence in all areas of service to our guests. Our staff is made up of bright and hard-working individuals, who, while not necessarily pursuing a career in hospitality, are nonetheless eager to provide an outstanding experience for our guests. No matter what position you find yourself in here, you're sure to learn and hone a skill set that you'll find valuable for a lifetime.

We strive to create a healthy work environment in which co-operation, teamwork and communication are nurtured. We want everyone to have a fulfilling and memorable work experience. In return, we expect more than simply showing up for work, putting in hours and checking items off a list — we want our staff to continue to improve our operation with fresh ideas, high standards and commitment to our guests and to each other.

While we like to think of ourselves as one big team, our staff generally falls into four smaller teams: kitchen, service, maintenance and transportation. But it's not uncommon for staff members to wear many hats at the lodge. A great staff member is one who is flexible and readily jumps into any job that needs doing. After all, every one of our positions is of equal importance.

Kitchen Positions

The lodge kitchen provides complete in-house food service for our guests and staff. This includes preparation and plating of exquisite guest meals at breakfast, lunch and dinner, washing dishes and pots, baking goodies, keeping the kitchen clean, preparing staff meals and keeping track of everyone's dietary restrictions. Everyone on this team performs all of these tasks.

Working in the kitchen combines a mix of creativity and refinement. Guest dinners at the lodge are a set menu on a two-week rotation, which gives the opportunity to perfect recurring dishes over the course of the summer. We encourage kitchen staff to get creative when keeping their fellow staff well fed.

The five-person kitchen team works under the leadership of our Chef and Sous Chef. The lodge kitchen is an excellent place to hone your kitchen skills, no matter your level of experience.

Work Experience	This is an entry-level kitchen position, some kitchen experience is an asset
Skills	Basic cooking skills are required
Certifications	None required, food safety certification is an asset
Attributes	Attention to detail, a can-do attitude, a keen interest in cooking
Physical Ability	Able to lift and carry moderately heavy items, able to stand for long periods of time





Service Positions

The ultimate goal of the service team is right there in the name: providing excellent service to our guests to ensure they feel welcome, relaxed and completely cared for during their stay. Working on this team requires adaptability, enthusiasm, attention to detail and a drive to learn and master a variety of different jobs.

The 12-person service team is the largest and has the most varied positions. Service staff clean, turn over and service guest units, including cleaning washrooms and doing laundry. They also serve meals in the dining room: breakfast, lunch, tea and dinner. Shifts at Le Relais, the shelter for day visitors to the area, involve being attentive and welcoming to visitors and running a small store. Other service staff roles include dishwashing, working at the front desk where you'll answer phone calls and check guests in, serving wine and other drinks in the dining room, and nannying.

Service staff can expect to do a combination of some but not all of these jobs. If you have experience in any of these areas, that can be of help, but it's certainly not required for you to succeed on the service team. We work hard during training to ensure that you feel prepared and confident in whichever tasks you are taking on.

Work Experience	This is an entry-level position, none required
Skills	Customer service skills are an asset
Certifications	None required, Serving It Right certification is an asset
Attributes	Attention to detail, a can-do attitude, a friendly demeanor
Physical Ability	Able to lift, push, pull and carry moderately heavy items on varied terrain, able to stand for long periods of time

Maintenance Positions

Maintenance of the lodge's hundred-year-old buildings and all the equipment needed to operate in the backcountry is what keeps this place running smoothly. Being remote, we try to do as much as possible in-house, which keeps our two- to four-person maintenance team plenty busy. Tasks include recurring duties like servicing equipment, ongoing projects that may take a summer to complete and unanticipated issues that crop up requiring immediate repair.

Maintenance shifts vary day to day. They include crafting in our woodshop, painting buildings inside and out, troubleshooting vacuum toilets, replacing light bulbs, changing the oil in our generators, hand-splitting firewood with wedge and maul, monitoring flow rates in our wastewater treatment plant, frequent cleaning, making supply runs with our pickup truck, and the list goes on.

We expect applicants for maintenance positions to have some experience in handywork, whether as a hobby, previous work experience or a skilled trade you're pursuing. This could be anything from carpentry, construction and woodworking, to plumbing, electrical work, mechanical work, even house painting. Perhaps you've tinkered with vehicles or dabbled in home renovation projects. Lots of the work of maintenance is specific to our site and can be learned on the job, but it sure helps to have your foot in the door.

Work Experience	Some experience in at least one trade is preferred but not required
Skills	Problem solving is an asset, familiarity with power tools is an asset, knowledge of a skilled trade is an asset
Certifications	A valid driver's license and clean driving record
Attributes	Attention to detail, ability to work independently and self-motivate, interest in trades
Physical Ability	Able to lift, haul, and load heavy items, able to work and maneuver in confined spaces



Transportation Positions

Our transportation staff do more than transport our guests in and out of our remote backcountry location. They are a crucial piece of the complete lodge experience, bookending each guest's trip. Our drivers are the first to greet our guests when they arrive and the last to wave goodbye as they depart.

Transportation staff are expected to be careful drivers, making the 11-kilometre journey along the access road as comfortable as possible for their passengers. They'll drive all three of the lodge's vehicles: a 24-passenger bus, a 12-passenger van and a pickup truck.

As part of this job, the two- to three-person transportation team moves a lot of luggage. This includes loading and unloading luggage from the bus, collecting outgoing luggage from guest units and distributing incoming luggage.

Transportation staff also make regular mail runs and recycling runs into town, and are responsible for keeping our vehicles in tip-top shape, including inspecting and cleaning them daily. Transportation responsibilities can be split with other roles at the lodge, depending on the candidate's experience.

Work Experience	This is an entry-level position, none required
Skills	Driving competency is required, customer service skills are an asset
Certifications	A valid driver's licence, clean driving record, and the ability to upgrade your licence to a higher class (in most provinces, from Class 5 to Class 4)
Attributes	Attention to detail, a can-do attitude, a friendly demeanor
Physical Ability	Able to lift, haul, and load heavy items
Notes	While a Class 4 commercial driver's licence is required to perform this job, nothing more than a standard licence is required to be a candidate for this position. The lodge will pay for your training and road test to upgrade your licence. You will be required to authorize a search of your driving record for insurance purposes.



Wages, Room & Board





Salaries

All staff at the lodge are paid a monthly salary. Salaries for new staff are \$4,650 per month for the 2024 season. Returning staff salaries start at \$4,950 per month. Paycheques are issued twice per month.

New staff who stay for the full season will be bumped up to the returning staff salary for the fall.

We aim to pay all our staff a competitive and fair wage, and to offer our guests a high level of service without the expectation of tipping. Our rates are gratuity-inclusive; we ask guests not to tip.

Time Commitment

Work at the lodge consists of a six-day work week, with one day off each week. You will also always have time off the evening prior to your day off, and the day following your day off you will never start work before noon. While the hours you work each day may vary depending on your schedule, the time commitment amounts to an approximate 45-hour work week.





Room & Board

Staff accommodation at the lodge is in two adjacent buildings on the site, known fondly as the Last Resort and Crystal Cave. Rooms are double-occupancy, with some single-occupancy rooms reserved for more senior returning staff. In the Last Resort, each pair of roommates shares a washroom. In Crystal Cave, there are two central washroom facilities shared by those in the building. Each building has a lounge and they share a patio. A sauna on site is available for staff use.

The lodge kitchen serves three staff meals daily, and our staff cafeteria is always stocked with food for snacks at other times of the day and for lunches to take on the trail.

Meals and accommodation are provided for staff at a cost of \$450 per month, which is deducted from your paycheque.

A black and white photograph of a rugged mountain peak. The peak is the central focus, with a flat top and steep, rocky slopes. Below the peak, a dense forest of evergreen trees covers the lower slopes. The sky is filled with large, dramatic clouds, some of which are partially obscuring the mountain. The overall mood is majestic and somewhat somber due to the monochrome palette.

Health & Safety

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COVID-19

The pandemic poses an ongoing challenge for operations like ours. As our staff live and work together in close quarters, it's extremely important that we continue to take the necessary precautions to keep everyone safe. We may continue to require staff to wear masks while working in front-of-house roles, maintain heightened cleaning procedures, implement rapid-testing from time to time and follow isolation protocols if anyone does get sick.

We also ask for proof of vaccination from our staff because we have an obligation to our staff and guests alike to provide a healthy and safe workplace.





Mountain Safety

The Lake O'Hara area is spectacular and holds a summer's worth of exploring. Beyond the extensive network of trails, there's a number of scrambles and mountaineering routes too. We encourage our staff to explore the area with every chance they get, but also ask that they do so safely.

Climbing in the mountains always carries some risk. We aim to do everything we can to prevent accidents from happening. As a condition of employment, all staff planning to explore off-trail are required to follow our sign-out procedure, which ensures that plans are well thought out in advance. This means leaving us with a specific route description accompanied by a realistic return time, in case a rescue is needed.

The lodge also works with a handful of mountain guides who are an excellent resource for staff. To encourage staff to play safely in the mountains, the lodge will cover half the guiding costs for mountaineering routes.



Quirks & Curiosities

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The Saturday Night Show

Since as far back as the 1960s, staff at the lodge have put on an original variety show for guests on Saturday nights. From four-piece string bands playing classic folk tunes to homespun comedy skits, the show has seen it all. Today, the Saturday Night Show is still a favourite tradition of guests and staff alike.

Consisting of six to eight acts, each show is a one-of-a-kind mix of songs, skits and the perennial Lake O'Hara humour. Acts perform best when they're light, lively and cater to a wide audience. With a week to prepare for each show, staff tend to get creative, putting together the best performances when they collaborate and prepare well in advance.

While musical talent is an important factor in hiring, this is not to say that we only hire musicians. Staff with all manner of talent have performed in the show, from multi-instrumentalists to beginners who started learning guitar the same summer they first played in front of an audience.

All staff are expected to contribute to the show in one way or another.





Living Off-Grid

The backcountry can be rugged. At Lake O'Hara, we're a little bit rustic and a little bit luxurious at the same time. While our facilities are off the grid in all respects, we still operate a modern operation with high-tech equipment and fancy things like flush toilets.

Staff accommodations have electricity, heat, hot water, more or less the comforts of home. What we don't offer is an internet connection (aside from [special circumstances](#), such as accessing mental health support). You won't find cell reception here either.

While a digital connection may feel like a necessity these days, at the lodge we tend to think of it as superfluous — a distraction. We encourage our staff to embrace this opportunity and disconnect for a change. Writing letters is a great way to keep in touch with friends and family. There's also a dedicated staff payphone on site, and opportunities to get into town to plug in once in a while.

A black and white photograph of a person standing in a forest, looking out at a large mountain range under a hazy sky. The person is seen from behind, wearing a dark jacket and a beanie. The forest is dense with evergreen trees. The mountains in the background are rugged and partially obscured by mist or fog. The overall mood is serene and contemplative.

Work with us

How to apply

Thanks for your interest in joining our team at Lake O'Hara Lodge!

We require three components for your application to work with us.

1. A personalized cover letter
2. Your current résumé
3. A completed application form



Cover Letters

The letter that accompanies your application should tell us why you would like to work at the lodge and what makes you a great candidate to work here. From your letter, we'd like to be able to discern:

- How did you hear about Lake O'Hara Lodge and why are you drawn to work here?
- Which position(s) are you interested in applying for? What traits, skills and attributes would make you an asset in those roles and to the lodge as a whole? How have your education, work experience and interests prepared you for this type of work?
- Work at the lodge is physically demanding. Does this concern you at all?
- Do you have any musical abilities? How or what would you contribute to the Saturday Night Show?
- Our staff live and work together as a tightly knit family, with the same problems of lack of privacy and compatibility that a big family has. If you've had a group-living experience, how did it go? Do you have any concerns about group living at the lodge?
- The lodge does not provide internet access for guests or staff, and there is no cell service in the area. Are you prepared to spend a summer disconnected and truly off the grid?

Letters can be addressed to Lonnie & Jonny.

Once you've written your letter and updated your résumé, save them as PDFs and make sure your name is included in the file name. You will be prompted to upload them when completing the application online.

Hiring

We begin hiring our new summer staff in February. Please try to apply by February 1; earlier is generally better. If you are interested in the fall season only, please apply anytime before June.

We will reach out to you directly if we intend to interview you for a position, and will respond to every applicant by the end of the hiring process. If you haven't heard from us, that likely means we have not finished hiring yet.

If you have questions, please feel free to phone our office:
(250) 343-6418

We look forward to hearing from you!

Sincerely,

Lonnie & Jonny
Managers





LAKE O'HARA
LODGE