

Spa Coordinator

Elkhorn Resort – Onanole, MB

Position Requirements:

- Must be detail-oriented and have ability to multi-task.
- Ability to be efficient and productive in a luxury, fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.

Duties and Responsibilities:

- Be on time for shift and maintain consistent, regular attendance record
- Properly open and close spa each day according to Standard Operating Procedures.
- Accurately book, change and cancel spa appointments.
- Acknowledge and greet everyone who enters and leaves the spa.
- Ensure that the check-in, check-out and payment process is handled in accordance with company policy
- Provide callers and guests with detailed descriptions of spa treatments, packages, services, and hours of operation.
- Answer the phone promptly and use the guest's name throughout the phone conversation; operate phone system accurately and efficiently.
- Actively promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available
- Handle guests' questions and concerns promptly, professionally and courteously.
- Maintain a clean; safe, fully stocked and well organized work area.
- Ensure adequate stock of supplies and equipment; inform management when stock is low.
- Assist in all areas of spa operation as requested by management.

Experience Requirements:

- Minimum of 1 year of experience as a Front Desk personnel or as Customer Service representative with proven sales OR
- Minimum of 1 year of employment within a Hotel environment or Spa

Hours: Part Time

Wage: \$15/hr

Language Level: Good working knowledge of English is required

Location: Elkhorn Resort – Onanole, MB

Transportation is provided to and from work.

Contact email:

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