

Guest Services

Job Description:

Guest service representatives are responsible for providing an exceptional level of guest service to all Mountain Waters Spa and Wellness guests. Duties will include greeting guests, answering phone calls, booking spa appointments, retail and gift certificate sales, makeup color matching, point of sale and cash handling as well as administration duties. The guest service representative is responsible for the front area at the spa including assisting guests with questions regarding spa services and products. Additionally assists with transitional cleaning of bathrooms, laundry and relaxation area as needed.

Job Requirements: Ability to be a strong team member in a fast paced environment with excellent multi-tasking skills. Strong basic computer skills and the ability to learn new programs is important. A flexible schedule and the ability to work evenings and weekends is a must.

Job Duties Include:

- Schedule appointments accurately
- Provide exceptional levels of guest service to all guests
- Answer phones promptly and friendly
- Restock retail items
- Perform other tasks as assigned by Owner or Manager
- Participate and attend in all training and staff meetings.
- Must be detail-oriented and have ability to multi-task.
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Must possess basic math and money handling skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.

Hours per Week: 30-40 hours per week and must be available evenings and weekends

Payrate: Hourly Rate \$13-\$20

How to Apply

If you are looking for a great opportunity to join our team, please forward resume and cover letter to Marni Beninger at careers@relaxationredefined.com or drop off at 2-266 Baker Street, Nelson BC. Visit us on our website at www.relaxationredefined.com for further information