

Spa Reception

Role Summary

Reporting to the Spa Director, Spa Receptionists are responsible for providing exceptional customer service to all guests. Spa Receptionists will greet, check in/check out and confirm scheduled services for guests and are expected to be knowledgeable about all spa treatments and services.

Accountabilities

- Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting using the guest name when possible
- Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests' satisfaction
- Schedule services for individuals and large groups using spa/salon reservation system
- Update the reservation/cancellations list throughout the day, inform providers of last minute changes and resolve scheduling issues as needed
- Cash guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change
- Assist associates with expediting payments
- Process guest check-ins by confirming reservations and assigning therapist
- Process check-outs including resolving any late and disputed charges
- Address guest concerns, requests, or issues either individually or by enlisting the help of others
- Speak with guests using clear and professional language and answer telephones using appropriate etiquette
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- Strong local area knowledge considered an asset
- A passion for working with guests of all ages
- Ability to communicate effectively with guests and associates
- Polite and courteous telephone manner
- Previous salon/spa or reception experience as asset
- Proven fluency in MS Office tools (Word, Excel, and Outlook), and proficiency in computer keyboarding skills
- Ability to stand for long periods of time
- Ability to work a variety of shifts, including days, evenings, weekends and holidays

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays



- Required to move, lift, carry, pull and place objects weighing less than or equal to 10 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.