



## A day in a life of a Guest Experience Agent

Our Guest Experience Agent offer a warm, friendly and professional welcome to all our guests. You are the first connection to their experience so it's important to create a comfortable environment and provide the services offered by the Scandinave Spa Whistler.

### Arrival times:

8:30am for opening shifts and 1.30pm for closing shifts

Shift length: Our shifts are 8.5 hours and between 4 to 5 days a week for full time employees.

Seasons: We are open year-round, but we also accommodate our applicants with season hiring.

Summer season runs from May 1<sup>st</sup> until mid-September/October

Winter season runs from November until end of April

### General tasks and responsibilities

- Welcome the guests and understand their needs and offer appropriate services and products to them
- Processing a variety of transactions depending on guest needs using our point of sales:
- Ensure the efficient control of locker keys, towels and waiting list;
- To ensure the order, cleanliness and ambiance within the reception area; lounge, health bistro, change rooms, fire place, bathrooms, etc.;

### End of the day:

- Cash out – ensure all receipts, gift cards and promotional discount cards are present.
- Team Lead will review your cash out if it's unbalance and support you with the necessary steps
- Connect with our Team Lead or your Supervisor about any issues they might need to be informed before the end of your shift or if you are going on days off



### Scandinave Spa employee information:

#### Hours of operations:

The spa is open from 8.30am until 9.30pm however the baths are open from 10am until 9pm.

#### Uniform and grooming standards:

A uniform is provided which includes a shirt, a long sleeve vest and a name tag. Employees can wear either gray, tan or black pants. Employees must be wearing their uniform and name tag always. Employees are expected to meet and follow our grooming policy i.e. facial piercing limited to one nose stud/ring and for male employees clean shaven or fully-grown beard.

#### Being a team member:

- Having positive and pro-active attitude.
- Respecting your colleagues and workplace.
- Listening to others. Everyone arrives with their own experience; do not hesitate to share your ideas.
- Teamwork is the foundation of our organization. When we are busy, everyone helps, the phrase "that is not my job" does not reflect our values.
- Working together to solve problems.
- Making punctuality and enthusiasm an essential part of your work.