



SCANDINAVE SPA
WHISTLER

A day in a life of a Guest Experience Team Leader

Our Guest Experience Team Leader offer a warm, friendly and professional welcome to all our guests. They are a Role Model for Guest Experience Agents and they co-ordinate daily tasks required for the Guest Experience team to complete.

Arrival times:

8:00am for opening shifts and 1.00pm for closing shifts

Shift length: Our shifts are 8.5 hours (with 30 mins lunch break) 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 1st until mid-September/October

Winter season runs from November until end of April

General tasks and responsibilities

- Support the guest experience team with difficult guest service situations, i.e. an upset guest
- Ensure an equal division of daily tasks within the team
- Ensure that all opening and closing procedures are completed in a timely manner.
- Responding to the needs of groups as directed by Sales & Marketing
- Coordinating all breaks and lunch breaks for your team at appropriate times
- Assist with training new team members on duties, tasks and procedures
- 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:

- Complete end of day cash out reporting and completing all end of day cash out room procedures.
- Connect with your Supervisor or Manager about any issues they might need to be informed before the end of your shift or if you are going on days off



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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.