



A Day in a Life of a Reservations Agent

Our Reservations Agents offer a warm, professional, efficient and pro-active welcome to all our potential and returning guests. As one of the very first point of contact for many guests, you could be the person who is the deciding factor in whether or not someone chooses to visit us.

Arrival times:

8:30am for opening shifts and 1.00pm for closing shifts

Shift length:

Our shifts are 8.5 hours most days 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 seasonal hiring.

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

Winter season runs from November until end of April

General tasks and responsibilities:

- To responds to phone calls in a timely and professional manner.
- To answer all guest inquiries.
- To follow up on telephone messages in a timely/orderly fashion.
- Answering all emails in a timely manner.
- Process Gratuities on behalf of the therapists.
- Assist with massage check-ins to ensure guests are in the right area and ready in time.
- Knowing how to process various types of transactions in TAC based on the guests needs using: TAC E.G baths, massage bookings, massage gift certificates, packages, etc.

End of the day:

- Ensure all gratuities and receipts are left in the cash out folder in the office.
- 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.
- Hand your incentive sheet (book 40 8PM or 9AM massages Monday to Friday) to the team leader to track your progress towards a free massage. (Pending Approval)



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 polo shirt, a long sleeve top 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.
- Actively listening to others.
- Sharing ideas on how we can improve in a constructive manner.
- Being open to receiving feedback from your team leaders & supervisors to allow for continued growth within the business.
- 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.