



SCANDINAVE SPA
WHISTLER

A Day in the Life of a Reservations Team Leader

Our Reservations Team Leaders offer a warm, friendly, and professional welcome to guests over the phone. They assist in daily tasks, such as maintaining a balanced massage schedule, supporting the Reservations team with all inquiries, taking calls, and other daily tasks.

Arrival times:

Opening shift - 8:00 am – 4:30 pm

Closing shift – 1:00 pm – 9:30 pm

Shift length:

Shifts are 8.5 hours, with 30-minute lunch break, 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 the beginning of May until mid-September/October

Winter season runs from the beginning of November until end of April

General tasks and responsibilities:

- Support the reservation team with difficult guest service situations, i.e. cancellation policy
- Complete opening and closing reservations procedures
- Assist with third party bookings
- Assist the Reservation Supervisor in continuing staff training
- Assist the Reservation Supervisor in implementing Oculus targets
- Assist the Reservations Supervisor with organization of Lost & Found
- Assist Massage Coordinators with Massage Reporting/Tracking
- Assist the sales and marketing coordinator with larger group bookings
- Oversee the various email accounts and assist in responding to all guest and internal emails
- Maintain an orderly and clean environment in reservation area
- Ensure Massage Schedule is ALWAYS balanced
- Be able to answer phone calls, book in massages and process / check the value / give correct information on ALL gift card types
- Provide explanations regarding:
 - The Scandinavian Baths
 - Massages procedures
- Maintaining an attitude that ALWAYS meets or exceeds the standards set by the Scandinave
- All other tasks requested of you for the smooth and efficient function of the Scandinave Whistler (Reservation list throughout the day list etc.)
- Ensure the Massage Pavilion desk is staffed for Massage Check in times.

End of the day:

- Complete end of day cash out reporting and completing all end of day cash out room procedures



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- 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

Scandinave Spa employee information:

Hours of operations:

The Reservations department begins answering calls at 8:30 am sharp until 9:00 pm everyday. We open the spa at 8:30 am daily to accommodate the 9:00 am massage check ins. The Baths open at 10:00 am until 9:00 pm but the spa stays open until 9:30 pm to allow for guests using the change rooms.

Uniform and grooming standards:

A uniform is provided which includes a polo shirt, a cardigan, 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 and maintained 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