



SCANDINAVE SPA  
WHISTLER

## A day in a life of a Spa Experience Attendant

Our Spa Experience Attendants create a comfortable environment for our guests. They ensure quality and cleanliness of the site and perform technical duties regarding water quality.

### Arrival times:

AM Spa Experience Attendants start on one of the following shifts:

- 7am-3:30pm
- 9am-5:30pm

MID Spa Experience Attendants start on the following shift:

- 11am-7:30pm

PM Spa Experience Attendants start on the following shifts:

- 1:30pm-10PM
- 3:30pm-12AM (only for special events)

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

- Ensure a comfortable environment for guests
- Help guide guests around site
- Answer any questions guests may have regarding the site
- Remind guests about our code of silence on site
- Remind guests about our cellphone/ipad free zone on site
- Ensure and maintain cleanliness and quality of entire site
- Ensure quality of all baths, test water samples, temperature and maintain cleanliness
- Be proactive and anticipate situations and get the support you need when it occurs

### Opening Shift

When on an opening shift, the site opener must:

- Start the wood sauna fire (this is a constant job and we must look after the fire all day)
- Do a round of the entrance, parking and loading dock areas.
  - o We pick up garbage and cigarettes
  - o *Winter:* We shovel and salt the walkways from the loading dock to the spa entrance and from the parking lot to the spa entrance
  - o *Winter:* We brush snow off the "Scandinave Spa" sign at the roundabout
- Prepare the massage pavilion for first massage at 9AM.
  - o *Winter:* This means shoveling snow and salting the fire exits on level 2 & 3
- Prepare the tea station
- Set-up all solariums, yoga studio



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- Make sure the steam rooms are on and electric sauna is also on and at temperature at 10AM
- Turn on all fire places
- Turn on river
- Prepare the patios for the day
  - o *Winter:* We normally shovel the snow and set blankets on the chairs
- *Winter:* If you notice ice on the walkways, we must chip it off and salt. We also put “wet-floor” signs to highlight slippery areas
- Do a round of the locker rooms to make sure they are ready for the day
- Help the pool opener

When on an opening shift, the pool opener must:

- Perform the 7am pool test ((this takes roughly 30mins)
- Depending on the results, you would need to adjust the pools/spas
- Vacuum the pools/spas
- Clean the top tiles of all the pools/spas
- Change the skimmer baskets
- Turn on all jets and waterfalls
- Perform the 9:30am pool test (this takes roughly 30mins)
- Fill the chlorine and acid as necessary

When we have someone on the parking shift, one must:

- Put out the parking cones (block off 5 spots for massage guests)
- Help the team finish setting up the site for 10am
- Go take your station near the parking shed (we rotate through the parking attendant position)

### Mid Shift

During the day we consistently do rounds of the site and perform certain tests/update records throughout the day:

- Depending on how many staff members we have, we will break up into zones. We rotate through these zones. You check for:
  - o Garbage
  - o Area cleanliness
  - o Pick up unattended towels
  - o Enforcing silence
  - o Enforcing the tech-free zone (spa area)
  - o Helping guests when they have questions
  - o Stocking up supplies
  - o Locker checks (that is in a specific zone)
  - o Massage pavilion checks (that is in a specific zone)
- Conduct regular pool tests and adjust if needed
- Chop wood for the wood fire
- Keep the wood fire going and at temp
- Take temp readings throughout the day and log it on the daily snapshot
- *Winter:* Salt as needed
- Smoothie runs on the weekends
- Garbage runs for all solariums
- Site bathroom checks

Before the mid shift leaves for the day:

- Bring in the parking cones from the lot and store them in the parking shed.



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### Closing Shift

Connect with your 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.

When on a closing shift, the site closer must:

- Start closing procedures at 8pm
- Stop feeding the wood sauna by 8:30pm
- At 9pm guests should be out of the site and either leaving the spa or in the change room
- Turn off river, jets and waterfalls
- Check to make sure steam rooms and electric saunas have stopped working as well
- Put all the solarium pillows and blankets neatly in the electric sauna to dry overnight (not on the floor)
- Turn off all fireplaces
- Put 8+ logs in an orderly fashion in the wood sauna to dry overnight
- Turn off all lights in the solariums
- Close all windows that are open
- Turn off all heaters in all solariums (baseboard and overhead)
- Turn off music in all spa facilities
- Make sure the wood chopping station is neat and axes are stored properly.
- Help the pool closer

When on a closing shift, the pool closer must:

- Perform the 6am pool test
- Re-fill chlorine and acid if necessary
- 8pm help bring up dirty towels from site
- 9pm check to make sure all jets, waterfalls and river are off
- Perform 9pm pool test (should take 30mins)
- Add chemicals to the pool as required.
- Help site closer



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### Scandinave Spa employee information:

#### Hours of operations:

The spa is open from 8.30am until 9pm however the baths are open from 10am until 9pm. Due to private events, the spa may be kept open as late as 11:30pm.

#### 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.