



SCANDINAVE SPA  
WHISTLER

## A day in a life of a Spa Experience Team Leader

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

### Arrival times:

7:00am for opening shifts and 1.30pm for closing shifts

Possibly starting at 6am or 3:30pm if we have special events booked in the morning or evening.

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 1<sup>st</sup> 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
- Always being available for team members for questions, extra hands, etc.
- Ensure and maintain cleanliness and quality of entire site
- Ensure to verify all baths i.e. ensure quality of all baths, test water, temperature and maintain cleanliness
- Uphold department policies and lead by example
- Train new spa experience attendants
- Managing break times
- Assist in performance review and performance management
- Keeping an eye out for performance or behavioral concerns and addressing them with direction from your manager
- Create procedures alongside your manager

### End of the day:

- 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
- Shifts end either at 3.30pm or 10pm



SCANDINAVE SPA  
WHISTLER

### 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.