**The Waters - An Urban Spa Retreat, Kitchener-Waterloo's Top Rated Day Spa, is now hiring a Guest Relations Manager.**

A Guest Relations Manager oversees the Front Desk area, all guest matters, and our Guest Service Coordinator team. We are looking for an individual who boasts strong leadership skills, has a positive, energetic spirit with a passion for customer service.

***Main Responsibilities:***

* Provide exceptional service to all spa guests
* Follow up and handle any guest mishaps with a positive outcome
* Lead and coach our Guest Service Coordinator Team
* Delegate tasks to team members to increase efficiency throughout the spa
* Manage guest appointment schedule
* Keep track of inventory and order products/supplies as needed
* Assist Spa Directors with daily operations

***Application Requirements:***

* 5 years minimum in management experience preferred
* Hospitality degree is an asset
* Flexible availability
* Strong leadership skills
* Ability to set high standards for excellence and lead by example
* Proficient at problem solving

If you feel that you would be a suitable candidate for this position, please submit your resume and cover letter to Spa Director, Carly Martin: [**cmartin@thewatersspa.com**](mailto:cmartin@thewatersspa.com).

***All Applicants must include a Cover Letter indicating why they feel they would be a good fit with The Waters Spa.***