



## **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.**