



GUEST SERVICE COORDINATORS (RECEPTION DESK)

The Waters – An Urban Spa Retreat, Kitchener-Waterloo's #1 Rated Spa, is currently Hiring Guest Service Coordinators for the following positions:

Part-Time & Full-Time, Daytime, Evenings & Rotating Saturdays

Guest Service Coordinators are the first point of contact for all guests at The Waters Spa. They offer professional, nurturing care for guests in-person as well as over the telephone/email.

Responsibilities Include:

- Guest welcoming and care
- Booking of appointments,
- Handling guest calls and confirmations
- Clerical duties and daily operational tasks
- Retail shop oversight
- Working alongside other passionate therapists and team members

Qualities we expect from our GSCs:

- Previous Experience with Customer Service
- Bright, Positive, and Professional Demeanour
- Ability to Multi-task & Ability to stay calm and collected during busy spa times
- Evening and Saturday shift availability

All applicants must submit a cover letter, along with your resume, explaining why they feel they would make a suitable candidate!

Please submit to Spa Director, Carly Martin

cmartin@thewatersspa.com