



## **Now Hiring: Full-time Guest Relations Junior Manager**

**The Waters - An Urban Spa Retreat, Kitchener-Waterloo's Top Rated Day Spa, is looking for a dedicated junior manager who has the guest experience at heart.**

A Guest Relations Junior 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:***

- Hospitality and/or managerial experience an asset, but not required.
- Flexible availability
- Strong leadership skills
- Ability to set high standards for excellence and lead by example
- Proficient at problem solving

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

If you feel that you would be a suitable candidate for this position, please email your resume to Spa Director, Allison Walker, [allison@thewatersspa.com](mailto:allison@thewatersspa.com).

Only applicants who we wish to interview will be contacted further. Thank you for your time, and we look forward to meeting you.