



HOTELS

Prince of Wales | QUEEN'S LANDING | pILLarSM POST
MILLCROFT | MOFFAT INN

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and
that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Spa Focus

To provide comfort and knowledge for the Guest thus increasing treatment sales; we shall continue to demonstrate an exceptional first impression for the Vintage Hotels spa through professional and friendly guest service.

Department: Spa

Date Revised: January 2011

Position Title: Spa Concierge

Property: Vintage Hotels

Reports To: Spa Manager

Position Summary: To welcome and greet clients, service their wishes and administer required documentation to spa appointments and facility. This is done with the utmost professionalism and friendliness and in an efficient manner consistent with the operation of a first class spa treatment facility.

Duties and Responsibilities:

Primary Responsibilities:

- **Providing personalized and exceptional guest service at every given opportunity.**
- **Meeting established up-selling and sales goals.**
- Welcomes each and every spa guest, whether hotel guest, member or day guest.
- Assists clients to check in and out of the spa for appointments, fitness and classes.
- Responds to telephone inquiries in a manner exceeding customer expectations, while asking probing questions in an attempt to up-sell and fulfill every client request.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional products and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests product or service needs.
- Fulfills requests for amenities within the Spa and facilities requests for services within the hotel, town and elsewhere, adopting a "never say no" approach.
- Performs the cash reconciliation procedure daily and tracks the cash flow on the squirrel system.
- Responds to guest concerns and inquiries as required.
- Take ownership of issues and follows-up accordingly.
- Assist Service Providers where necessary to provide a premiere treatment experience.
- Ensure every client is given the opportunity to provide feedback on the treatments, facilities and service they have received.
- Offers to book future appointments at the end of the guest's visit.
- Perform sales functions to promote the spa facility and products.
- Monitors the distribution of robes, towels, slippers and locks to each guest.
- Circulates throughout the spa on a regular basis to offer water, fresh towel or any other need a guest may have.
- Ensures that all area around the pool and the spa are kept tidy and appealing to the hotel and the spa guests.
- All other duties as assigned.

Health and Safety Responsibilities

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.

- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure “#C.15 Progressive Corrective Action”.

Professional Requirements:

- Minimum of a high school diploma.
- Post-secondary education desirable.
- Basic computer skills required.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Must have excellent communication skills both written and oral.
- Must have a pleasant outgoing personality.
- Must be self-motivated and have good time management skills.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.