



Harrison Hot Springs Resort is currently recruiting for the position of **Spa Receptionist**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Welcome guests to the Spa in a sincere, courteous and professional manner.
- Provides information on Spa treatments and special packages to inquiring guests.
- Up sell services and packages whenever possible to achieve the highest possible revenue.
- Review and processes payments for all types of treatments.
- Maintains and be responsible for a cash float and ensures that it is balanced, reporting overages or shortages, obtaining change as required. Follow procedures set for cash paying guests.
- Understand and use all forms of methods of payment such as credit card, debit card, cash, traveler's cheques, foreign currency, etc.
- Provides quick service for departing guests, ensures that all accounts and payments are correct.
- To book appointments accurately and efficiently for guests for all types of treatments.
- To answer and assist all guests or associates with all inquiries.
- Maintains familiarity with all fire, safety and emergency procedures.
- Reports any problems or unusual circumstances to the Spa Manager or spa Coordinator.
- Ability to use a computer in a proficient manner including Microsoft word, Excel, Internet, E-mail and the Property Management System, Springer Miller System (SMS).
- Ensure the Reception area is tidy, clean, dust free and presentable at all times.
- To perform various administrative and financial duties required by the Spa Manager.
- Participate in associate programs and committees.

- Sales of products and services.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Completes any other job related duties that may be assigned from time to time.
- Follow directives provided in the Associate Handbook

SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS:

- Hospitality courses from a well-recognized institution is preferred.
- Minimum 1-year receptionist experience.
- Excellent computer skills.
- Excellent cash handling skills.
- Proven able to communicate fluently in English.
- Proven ability to give instructions and information to guests and other associates.
- Ability to interpret policies, procedures and documents.
- Excellent communication with skills.
- Outstanding organizational and prioritization skills.
- Ability to resolve a variety of problems quickly and efficiently.
- Ability to up-sell spa treatments / services / products.
- Being multi-lingual is an asset, preferably Mandarin.
- Flexible to a changing schedule.

Interested, qualified candidates are invited to submit their resume and cover letter to hshsr@harrisonresort.com or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at www.harrisonresort.com.