

Concierge/Guest Services - Newbury Spa

Job type: Full time
Location: Calgary, Alberta
Job Category: Guest Services
Years of experience: 1+ years
Number of Positions: 2
Date posted: August 8 2006
Contact: newburyspa@yahoo.ca

Concierge/Guest Services

Newbury Spa is excited to be opening a modern 4,000 square foot spa in Calgary's fashionable gallery district, in October 2006. We are currently recruiting key personnel including Estheticians, Massage Therapists & Nail technicians. If you are looking for an exciting career with a dynamic and growing company, please contact us. We would love to meet with you and introduce you to Newbury Spa.

Qualifications:

- Minimum 1+ years' customer service experience. Exceptional interpersonal skills are required in addition to discretion and professionalism. Retail sales experience and cash reconciliation skills are an asset.
- Team player with excellent time management skills. Able to perform a variety of services with uncompromised attention to quality and customer service.
- Strong communication skills – written and verbal.
- Must be a highly organized individual with the ability to handle numerous tasks at one time.
- Working knowledge of Microsoft Office (Word & Excel).

Major Responsibilities:

- You are passionate about providing an exceptional customer experience performed to the highest professional standards.
- Ensure the smooth operation of the customer reception area and support the Spa Director and other service employees.
- Welcome clients arriving for spa treatments; answer and direct all incoming calls to the appropriate person; schedule appointments for spa treatments, ensure client files are maintained, and process payments from clients.
- To further develop and maintain a constructive, harmonious and communicative working relationship with Newbury team members and clients.

Compensation:

- Newbury Spa is a company that believes in people, trusts in positive intentions, encourages ideas from everyone and actively develops a team that is diverse in style and background.
- Competitive salary based on experience.
- Annual and quarterly pay for performance based bonus program.
- Comprehensive benefits program including health/dental and prescription drug plan.
- Two weeks of annual vacation.
- Company sponsored professional and personal development training.
- Newbury charitable donations matching program to recognize employee volunteerism.
- Fitness program subsidy.

Background on Newbury Spa

Our Purpose

People capability first...delighted clients and profitability to follow.

Vision – The Newbury Way

Our Passion:

Client mania...we do the little things...to make our clients feel special!

Our Formula for Success:

People capability first...delighted clients and profitability to follow.

How we Lead:

1. Be client maniacs.
2. Know and drive the business.
3. Build, inspire and align great teams.

How we Win:

Be the best at providing our clients an exceptional spa experience.

1. Run great spas.
2. Deliver exceptional client service.
3. Reward clients with remarkable service treatments.
4. Maintain a warm and inviting spa atmosphere.
5. Convert cash flow into high value.

Newbury Values – How we work together

Client Mania

We listen and respond to the voice of our clients. We do the little things...to make our clients feel special!

Belief in People

We believe in people, trust in positive intentions, encourage ideas from everyone and actively develop a team that is diverse in style and background.

Recognition

We find reasons to celebrate the achievements of others and have fun doing it.

Coaching and Support

We coach and support each other.

Accountability

We do what we say, we are accountable, we act like owners.

Executorial Excellence

We continuously improve and innovate. We follow through with daily intensity.

Positive Energy

We execute with positive energy and intensity – we will find the best way.

Teamwork

We think, we feel and we live teamwork.

Please forward Resume and cover letter to:

Newbury Spa Inc.
Janet Hewitt
Manager, Human Resources
Email: newburyspa@yahoo.ca