



OAK BAY  
BEACH HOTEL

## Spa Attendant

## JOB DESCRIPTION

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The **Oak Bay Beach Hotel** is Victoria's first full-service luxury hotel with private residences - a property that is without comparison in all of Canada. We understand that providing guests with world-class service in amazing surroundings requires a team of talented and dedicated people who are committed to producing exceptional results every day. Working with moral integrity in a supportive environment, where individual thought and opinion are respected and encouraged, we have great expectations of our team members – and understand that you expect the same commitment from us.

You, as a valued member of the Oak Bay Beach Hotel Boathouse Spa and Baths Team, are the type of individual who never settles for the status quo, but continually searches for innovative ways to improve the guest experience. You take the same pride in welcoming and serving a guest of the Hotel and Spa as you would someone in your own home and understand that a warm, caring, family environment is only supported by true hospitality professionals who not only understand that “anything is possible”, but also have the creativity to make the impossible happen.

Position Title	Spa Attendant
Level of Commitment	Full time
Reports to	Spa Manager & Spa Team Leader
Works With	Front Desk, Reservations Department, Food & Beverage Team
External Relationships	Oak Bay Beach Hotel visitors, guests, community.

## Scope and Purpose

Working to the core values and operational standards of the Oak Bay Beach Hotel, and as a key member of the Spa Team, the role of Spa Attendant contributes to the success of the Hotel. This position requires someone that is hospitable, friendly, and outgoing with a focus on guest service. Spa attendants are responsible for attending to the needs of spa and hotel guests and keeping the spa clean throughout the day as well as to carry out any reasonable duty to ensure the smooth running of the Boathouse Spa and the Oak Bay Beach Hotel. The ability to multi-task and able to perform assigned duties with attention to details in a fast paced environment with accuracy, courtesy, cooperativeness, and professionalism and work with a minimum of supervision is required.

## **Position Responsibilities and Accountabilities**

- Greet guests in a friendly and courteous manner during all interactions.
- Maintain the cleanliness and serenity of all areas of the spa
- Assist spa coordinators with spa tours for spa and hotel guests
- Ensure change rooms are stocked with appropriate items (towels, etc)
- Ensure clean laundry is available at all times for restocking
- Assist spa therapists with room changeovers for treatments
- Handle all guest interactions with the highest level of hospitality and professionalism.
- Provide accurate information about the city and surrounding attractions when asked by guests.
- Daily operations including opening and closing procedures, facility inspections, and general facility maintenance.
- Stay apprised of current rates, rate changes and all promotions.
- Conduct spa orientations including an introduction to the fitness center, facilities, services, programs.
- Reports any incident or accident to the Spa Manager.
- Demonstrate sincere guest focus and true appreciation for the guest experience.

## **Core Competencies, Characteristics and Qualifications**

- Experience in Hotel Spas preferred.
- Highly detail oriented, exceptional organizational skills and able to handle competing priorities.
- Demonstrates strong organizational and multi-tasking abilities with attention to detail.
- Ability to take ownership of duties and show initiative.
- Team player and proactively looks for ways to enhance the level of service provided to internal customers; therefore allowing them to focus on their key responsibilities.
- Ability to maintain strict confidences.
- Proven warm and sincere verbal communication skills.
- Effective communication capabilities demonstrating sound judgment.
- Ability to respond to questions from clients and guests offering appropriate options or resolutions.
- Strong personal integrity with an innate desire to work in an ethical manner.
- Detail oriented, strong organizational skills and able to handle multiple priorities.
- Ability to work flexible hours including days, evenings, nights, weekends and holidays, including overtime as required.
- All other duties as assigned that will assist and support the mandate of the Hotel and its ongoing success.