

Groups Coordinator & Front-Desk Concierge

iwa Spa
Blue Mountain Village

Job details

Job type
Full-time

Indeed's salary guide

- Not provided by employer
- \$24.8K–\$31.4K a year is Indeed's estimated salary for this role in Blue Mountains, ON.

Full Job Description

We are currently seeking a reliable and dedicated individual to join our team as full-time Groups Coordinator & Front Desk Concierge. This position will require attention to detail organization, and the ability to multi-task in a fast-paced environment. The Groups Coordinator is responsible for providing superior customer service in managing all group inquiries & bookings from start to finish. This candidate will also be trained as a member of our concierge team – from greeting and checking guests in/out, to booking spa appointments through our web-based platform, as well guiding guests to our volcanic rock therapy experience, and assisting with overall spa cleanliness and stocking. If you love organization and working in a team environment – this is for you!

Responsibilities:

- Coordinate all Group Bookings (ie conference groups, bachelorettes etc) via email and phone.
- Take initiative on potential new offerings for groups, including patio activations.
- Provide world class check in, check out, and lounge services for guests
- Communicate effectively, positively, and professionally at all times
- Answer phones and receive walk in guests to answer questions regarding the spa, amenities and services, and to book appointments
- Maintain a thorough understanding and develop a deep comprehension of iwa Spa's Booker platform
- Assist in maintaining the cleanliness of the spa and work areas
- Assist guests in finding the perfect products from our gorgeous iwa Spa Boutique, contributing towards spa retail sales goals
- Work closely with colleagues to maintain a clean, professional spa environment.
- Be positive and friendly, helping to maintain a quality, team-oriented work environment.

Qualifications:

- This is a position ideal for enthusiastic and responsible individuals, and for those looking to develop a career in the hospitality and tourism industry.

We offer :

- A great team environment that thrives under our cultural values of K-A-R-M-A (Kindness Attitude Respect Manners Accountability)
- On-site Training
- Complimentary access to ganban volcanic rock therapy and yoga mid-week
- Discounts on spa services & retail
- Complimentary spa treatment per month

Who to Contact:

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