

Brookstreet Hotel, Ottawa's leading restaurant, spa, and conference and wedding destination. Working at Brookstreet means redefining the hospitality experience in Ottawa where we deliver sensational service, beyond the bounds of a typical hotel chain.

**Overview of the role:**

This person interacts with guests, and partners involving the utmost in professionalism, ethics and confidentiality. This person is expected to provide excellent service to guests who come in to our Au Naturel spa as well as provide guidance and assistance with retail products. This person takes pride in his/her own appearance and well-being and is an ambassador for Au Naturel Spa and Brookstreet hotel.

**Experience:**

- One year previous experience in similar role and/ or environment.
- **Must be available weekends, evening and holidays**
- Excellent guest service, communication and organization skills.
- Ability to manage time effectively
- Ability to perform basic computer skills
- Self-motivated and ready to go above and beyond.
- Team player.
- Goal-oriented.

**Job duties include:**

- Scheduling guest spa services while implementing proper procedures
- Greeting guests and escorting to waiting areas
- Educating guests on services
- Maximize books for each service professional in a fair and consistent manner
- Closing sales and encourage guests to pre-book services
- Cross-service recommendations
- Product recommendations
- Executing standard telephone procedure using appropriate customer service etiquette
- Confirming appointments
- Informing service professionals of daily schedules and/or any adjustments
- Resolving guest challenges, utilizing support from the Spa Manager when necessary
- Responsibility for balancing and checking register drawer
- Performing other duties as assigned

Email your resume to [resume@brookstreet.com](mailto:resume@brookstreet.com) or visit us at our Open Casting Call every Friday between 1:00 - 4:00p.m. at Brookstreet Hotel, 525 Legget Drive, Ottawa K2K 2W2.

