



At Long Beach Lodge Resort, we are committed to excellence with both guests and staff alike. Our mission is to meet and exceed the expectations of all our valued guests, and our employees are our single most important asset to make that happen. We offer a stimulating and supportive work environment, excellent wages, benefits, training, and opportunities for all employees, and are located on Cox Bay, renowned for excellent surfing.

Company Description

Welcome to Long Beach Lodge Resort, Tofino's Luxury Boutique Hotel. Your adventure resort with world-class cuisine and oceanfront accommodations on Cox Bay Beach. Choose from 42 Lodge rooms and 20 Cottages located steps from the sand, just 7km south of downtown Tofino. Experience the natural beauty, exceptional amenities, and personalized service in a Pacific paradise!

Job Description

As a Receptionist at Rainforest Spa at Long Beach Lodge Resort, you will offer our guests exceptional service while providing a high level of hospitality. Your warm, knowledge of our resort, facilities, spa services and retail will allow guests to feel at ease and create a memorable experience. The spa receptionist is responsible for assisting guests with check in, check out, booking appointments, Retail sales, treatment knowledge and sales, inquiries, request, and complaints. Wage starts at \$18/hour. The position starts on October 9/2024, and shifts are during daytime hours, on weekdays, weekends, and holidays. Schedule can be part-time or full-time.

Perks and Benefits:

- Exclusive Employee and Friends & Family Discounts on room rates
- Food & Beverage Discount Program with 50% off in The Great Room and Sand Bar, 20% off at the Surf Club, Spa retail discounts and 20% discount at shoes for crews
- Opportunity to develop your talent and grow within the company
- Complimentary staff meal on Wednesdays
- Extended healthcare benefits
- Staff housing available for the right candidate

Duties and Responsibilities:

- Consistently offer professional, friendly, and engaging service.
- Provide guests with verbal or written information about the facilities, spa services, rates, and skincare product knowledge.
- Ensure revenue is maximized by up-selling guest treatments.
- Handle guests check in and check out
- Prepare bills, process payments and gift certificates, cash out and reconcile cash with total sales.
- Complete daily check lists and clearly communicate through daily pass on with colleagues.
- Ensuring the highest level of service by exceeding guest expectations to build loyalty
- Full understanding of the spa booking system Jane app



- Follow departmental, health and safety, emergency policies and procedures and are aware of our green commitments.

Qualifications

- Previous spa receptionist experience preferred
- Experience in a hotel/hospitality environment is preferred
- Must have refined, concise and professional verbal and written communication skills
- Enjoy working with people and possess a friendly and outgoing personality
- Ability to work cohesively as part of a team and willing to work weekends and holidays based on business needs
- Excellent organizational skills
- Strong interpersonal, problem solving and critical thinking abilities
- Highly responsible & reliable
- Ability to focus attention on guest needs, willing to listen, remaining calm and courteous at all time
- follow our safety and security policies & procedures. Anticipate problems and call management as needed.
- Must have a genuine passion to deliver a great hospitality experience -- whether in person or by phone

Physical Aspects of Position (include but are not limited to): Frequent standing, walking, ascending and descending stairs. Frequent bending and kneeling. Occasional, pushing, pulling, lifting, and carrying up to 20lbs.

How to apply

We invite you to send your resume and cover letter detailing your enthusiasm and availability to lindsay@longbeachlodgeresort.com