



Company: Hammam Spa by Céla
Location: Bayview Village
Position: Spa Associate
Job Available: October 2019
Type of Employment: Part Time / Full Time

Compensation: \$13.00/hour + 10% Retail Sales Commission + Seasonal Bonus Opportunities

Benefits:

Two weeks paid annual vacation
40% staff discounts on retail and services
SunLife Group Insurance Health, Dental and Life Insurance Benefits paid 50% for full time employees after 6 months of continued employment

Spa Overview:

Establish your career in the Spa Industry at Hammam Spa's new showstopping location in Bayview Village. Voted Canada's Top Day Spa in 2019, Hammam Spa opened its King West location in 2005 and has been an industry leader ever since. Now during an exciting period of growth, we are hiring for our second location, opening October 2019. Hammam Spa is a full-service day spa offering treatments to purify, energize and balance the skin, body and mind. Learn more about us and view job openings at: www.hammamspa.ca.

Position Overview:

Spa Associates are the first impression and point of contact for incoming clients. Providing exceptionally attentive service, the Spa Associate assists in directing booked clients to the Spa upstairs, while supporting general inquiries with spa information, description and materials. Extending warm service, the Spa Associate assists in making reservations for the Spa and regularly helps to control the overflow of call volume. Spa Associates act as ambassadors for the Céla and SkinCeuticals brands which are flagship product lines to the spa, and actively sample, sell and test products with passers-by. The successful candidate must be comfortable meeting daily sales goals.

Duties & Responsibilities:

- Abides by the Hammam Spa Policies and Procedures Guide
- Greets all guests in a warm, attentive and professional manner
- Speaks passionately about spa ethos
- Ability to effectively respond to all client queries including explanation of services and spa etiquette
- Becomes expertly familiar with the SkinCeuticals and Céla product lines
- Ability to educate and sell skincare
- Assists Spa Coordinators with overflow of call volume
- Makes spa bookings with attention to detail via requests in-person, or by telephone
- Merchandizing and stocking the main floor retail display
- Maintains a clean, organized and fully stocked main floor
- Manages other important daily operations such as; reporting, opening and closing procedures, inventory control, assisting with demonstrations and special events.
- Other tasks as assigned

Requirements:

- Fluency in English with bilingualism in Farsi, Mandarin or Cantonese an asset.
- Exceptional customer service skills with an approachable disposition
- Passion for the Skincare and Spa Industry
- Ability to sit or stand for extended periods of time
- Must be well groomed, and abide by the spa dress-code policy
- Required to work evenings/weekends shifts

Education & Experience:

- High School Diploma
- Minimum 2-5 years in a customer service role
- Previous spa or hospitality experience considered an asset, but not required
- Previous experience working with Booker OS considered an asset

**All applicants must have legal permission to work in Canada in order to be considered.*