



- Ensuring total compliance with all operational standards, policies and procedures

Qualifications:

- Bachelor's Degree in a related discipline preferred
- 5 years of relevant experience in a senior management position with a Resort Spa or in a related field required
- Excellent innovative and entrepreneurial skills with an established record of achieving successful results
- Proven leadership, team management, training and coaching skills with evidence of developing exceptionally motivated teams
- Excellent analytical, problem solving, administrative, multi tasking, organization and prioritization skills
- Excellent interpersonal and communication skills (verbal and written), fluent English and articulate
- Verified record in successfully facilitating change
- Proven report writing and presentation skills
- Ability to work efficiently, independently and cohesively, consistently producing quality results
- Previous experience with SpaSoft an asset
- Computer literate in Microsoft Windows applications required

Lead Beauty Therapists

Reporting to the Assistant Spa Director, the successful candidates' responsibilities include, but are not limited to, performing all aesthetic services in a safe, professional and courteous manner.

Responsibilities Include:

- Performing all aesthetic services (facials and waxing) including massages
- Training and supervising all Aestheticians in the latest trends and guest service protocols
- Coordinating the aesthetic services with other spa programmes

Qualifications:

- Recognized Certification in Aesthetics required
- 3 years experience in Aesthetics required
- 2 years experience as a supervisor an asset
- Proficient with Microsoft Office Suite, in particular MS Word, Excel and Outlook required

Beauty Therapists

Reporting to the Spa Manager the successful candidates will provide facials, body treatments, massages, waxing, manicures and pedicures in a safe, professional and courteous manner to our clients. We need dynamic personalities who thrive in a fast-paced multi-cultural environment and who are responsible, reliable and genuinely enjoy exceeding guests' expectations.

Must be a graduate from an accredited school of beauty therapy or aesthetics; must have a minimum of two (2) years proven experience in providing facials, body treatments, massages, waxing, manicures and pedicures. Must work cohesively in a team environment, must be fully knowledgeable and practiced in current spa treatments and trends.

Body Technicians

Reporting to the Spa Manager the successful candidates will provide professional massage therapy and body treatments. Successful candidates must be graduates from an accredited school of massage therapy with a massage licence or national certification; with a minimum of 2 years proven relevant experience at a recognized spa facility and must be fully knowledgeable and practiced in current spa treatments and trends.

Salon Colour Specialists

Reporting to the Spa Manager the successful candidates will provide professional salon hair services including multi-dimensional highlighting techniques and "State of the Art colouring". The candidates must possess an artistic flair for contemporary evening and bridal styling. A related Hair Stylist Certification and a minimum of 5 years experience in a comparable salon or spa required.

Fitness Specialists

The successful candidates will be responsible for the overall operations and guest satisfaction of the Spa Fitness areas, ensuring the highest level of professionalism in service to all guests and members through maximum efficiency, safety, attention to detail and personalized guest care.

Responsibilities Include:

- Conducting accurate fitness assessments, creating and conducting exercise programs specific to clients' needs (individual and groups)
- Establishing and maintaining accurate tracking records on clients, including initial evaluation data, prescribed programme, progress reports etc.
- Maintaining a clean, hygienic and neat work environment, ensuring all equipment is in safe working order
- Actively participate in the Spa Operations promoting, cross-selling treatments, products and services
- Participating in training and development programmes as required

Qualifications:

- Personal Trainer Certification through a nationally recognized certifying agency/organization
- 2 years experience in Fitness-Wellness fields, preferably in a resort
- Experience in administering PAR-Q, Health Risk and History, Fitness Assessments and Client Consultation
- Experience instructing and leading exercise in an adult fitness setting using proper form and spotting techniques
- Multi-talented individual with experience in group class instruction of Movement Arts, Pilates, Mat Sciences, Cardio boxing, Flexibility, Agility, Tai Chi, Meditation, Yoga, Aqua Aerobics. Nutrition, Lifestyle Coaching, etc. would be an asset
- Experience in a Lifestyle Wellness Philosophy that incorporates the balanced basics of food, water, rest and activity would be an asset

Maitre D's

Reporting to the Director of Food & Beverage, successful candidates will be responsible for managing the daily operations of the outlet and lead our outlet team.

Responsibilities Include:

- Working with the Chef to create and implement all menus, promotions and increase of sales
- Scheduling and daily planning reporting as well as monthly sales forecasting
- Assisting in preparing an annual budget and managing the outlet within set budget guidelines
- Ensuring cleanliness and safety of outlet is maintained
- Ensuring strict wine and liquor controls through opening and closing inventories, as well as preparing month end inventory reports to meet budgeted targets
- Assisting with marketing and promoting business
- Overseeing P.O.S. System (MICROS) and ensuring pricing is accurate
- Hiring, training, managing, developing and evaluating team
- Ensuring service standards are maintained

Qualifications:

- Degree, Diploma or Certification in Hotel/Restaurant Management an asset
- 3 years Food and Beverage supervisory experience required
- Previous experience as a Restaurant Manager an asset
- Excellent organization, communication (verbal and written, fluent in English) and interpersonal skills
- Proficient with Micros P.O.S. System, Word and Excel preferred

Assistant Maitre D's

Reporting to the Maitre D', successful candidates will assist with managing the daily operations of the outlet including the food and beverage team.

Responsibilities Include:

- Greeting and seating guests, ensuring service is prompt, efficient and courteous
- Assisting guests and team as needed
- Assigning stations and duties to team
- Managing reservations, questions and complaints
- Conducting outlet inspections ensuring tables, work stations and areas are immaculate and orderly

- Ensuring supplies required throughout service are appropriately stocked and replenished
- Assisting with scheduling, supervising, training and evaluating team

Qualifications:

- Degree, Diploma or Certification in hospitality management an asset
- 2 years restaurant service experience
- Proven team leadership and basic trainer skills
- Sound knowledge of food and wine services
- Excellent organization, communication (verbal and written, fluent in English) and interpersonal skills
- Proficient with self-cashiering and Micros or similar system preferred

Food & Beverage Captains

Reporting to the Assistant Maitre D' successful candidates will assist in the daily management of a section of the Outlet including coordinating, organizing and assisting the Servers.

Responsibilities Include:

- Supervising multiple work stations, maintaining a professional work environment
- Assisting guests and team as needed
- Assisting with opening and closing procedures
- Assisting with outlet inspections including the team's uniform compliance
- Responding to questions and complaints promptly and appropriately
- Checking supplies are adequately stocked, tables are set/reset as needed, and general areas are immaculate

Qualifications:

- Previous experience as a Captain in a fine dining restaurant is preferred
- Good team leadership and basic trainer skills
- Sound knowledge of food and beverage services
- Excellent organization, communication (verbal and written, fluent in English) and interpersonal skills
- Proficient with self-cashiering and Micros or similar system preferred

Food & Beverage Servers (Full-Time/Part-Time/Temporary)

Reporting to the Assistant Maitre D', successful candidates will consistently provide outstanding food and beverage service.

Responsibilities Include:

- Presenting menus, providing information about specials, answering questions regarding menu items including ingredients, preparation, cooking methods etc. and offering recommendations
- Recording orders using computerized system and serving food and beverages efficiently
- Checking guest satisfaction through service and taking appropriate action to correct any problems
- Maintaining a safe, clean, tidy, organized, well stocked work area including assigned tables
- Ensuring guest charges and cash transactions are processed accurately

Qualifications:

- 2 years experience in a high volume restaurant or a minimum of 1 years experience in a 4 Diamond Resort Food and Beverage Operation
- Excellent organization, communication (verbal and written, fluent in English) and interpersonal skills
- Proficient with self-cashiering on MICROS or similar systems

Food & Beverage Server Trainees

Reporting to the Assistant Maitre D', successful candidates will be responsible for ensuring the cleanliness of the food service work stations, resetting and clearing tables and assisting Food & Beverage Servers whenever necessary. This is an entry-level position with opportunity for upward mobility. Only applicants with a desire to further their career in the hospitality industry should apply.

Qualifications:

- Excellent customer service, interpersonal, team, communication (verbal and written), observation, organization and problem solving skills
- Be accountable, reliable, flexible and detail oriented
- Willing to accept and carry out instructions with a good attitude
- Able to work efficiently under pressure in a fast paced multi-cultural environment
- Able to work cohesively with fellow colleagues as part of a team
- Be focused on guest needs, remaining calm and courteous at all times

Sous Chefs

Reporting to the Executive Chef the successful candidates will be responsible for operating both a restaurant line and managing high volume banquets and buffets with as many as 30 employees. In addition must be capable of producing a la carte and banquet food of the highest international standards of quality and presentation.

Qualifications:

- Diploma or certificate from a recognized culinary school required
- 6 years experience working in all areas of a hotel kitchen, 2 of which performing in a leadership role
- Strong garde manger, supervisory and financial management skills and able to provide effective training
- Excellent creative, interpersonal and communication (verbal and written, fluent in English) skills
- Proficient with MS Office suite an asset

Sous Chef (Pastry)

Qualifications:

- Diploma or Certificate from a recognized culinary discipline required
- 6 years experience working in all areas of a hotel kitchen, 2 of which performing in a leadership role in pastry production required
- Working knowledge of sugar work/chocolate skills an asset
- Proficient in MS Office suite an asset

Senior Chefs De Partie

- Diploma or Certificate from a recognized culinary school an asset
- 5 years experience working in all areas of a hotel kitchen
- Strong supervisory skills and able to provide effective training
- Excellent creative, interpersonal and communication (verbal and written, fluent in English) skills

Chefs De Partie

- Diploma or Certificate from a recognized culinary school an asset
- 4 years experience working in all areas of a hotel kitchen
- Excellent creative, interpersonal and communication (verbal and written, fluent in English) skills

Demi Chefs De Partie

- A certificate of diploma from a recognized culinary school a strong asset
- 3 years experience working in all areas of a hotel kitchen
- Excellent creative, interpersonal and communication (verbal and written, fluent in English) skills

Second Cooks

- A certificate of diploma from a recognized culinary school a strong asset
- 2 years experience working in all areas of a hotel kitchen
- Excellent creative, interpersonal and communication (verbal and written, fluent in English) skills

Kitchen Artist

Responsibilities include:

- Creating and setting up all festive and themed buffet props
- Assisting Garde Manger as required
- Sharing ideas, observations and recommendations for enhancing products/services
- Ensuring requisitions are accurate
- Maintaining complete knowledge of all menu items, daily features and promotions
- Ensuring cleanliness and maintenance of all work areas, utensils, materials and equipment