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**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

Mandarin Oriental, Washington, D.C. is currently seeking a Spa Facilitator to join our dynamic Spa team.

**Scope of Position**

The Spa Facilitator is responsible for, but not limited to, the overall spa, pool and fitness center tidiness and appearance.

**Organizational Structure**

The Spa Facilitator reports to the Spa Operations Manager

**Duties and Supporting Responsibilities**

* Support company's philosophy and company culture through the use of Departmental Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement.
* Keep work area clean and neat at all times.
* Must follow all Standards Operating Procedures as taught by legendary trainers, Treatment Manager or Spa Operations Manager.
* To ensure that a high standard of service is maintained throughout the Spa.
* Assist in the operations of all spa departments as required:
* Front Desk
* Spa Retail Area
* Relaxation Area
* Fitness Center and Pool
* Spa treatment rooms
* Report dysfunctional equipment to Spa Operations Manager

**Success Profile for this Role (Hotel Competencies)**

***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

***Functional and Technical skills***

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

***Team Player***

Demonstrates cooperation and trust with colleague on his/her team as well as across departments. Works well as a team player to achieve results.

***Delivers their Best***

Continually striving to do his/her best; is hard working, efficient and consistently performs well and in alignment with the MOHG standards, policies and procedures.

***Trustworthy and Responsible***

Demonstrates trustworthiness; consistently acts with responsibly; works in a safe and prudent manner at all times; is accountable for their actions. His/her standards of performance reflect the MOHG Mission and Guiding Principles.

***Composure***

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

***A MOHG Fan (Committed & Loyal)***

Exhibits behaviors that represent the Mandarin Oriental brand well and is a true “Fan”. He/she is loyal to MOHG and consistently demonstrates and delivers our Pillars and Departmental LQE’s.

**Requirements**

**Mandatory**

* Candidates must be available to work a flexible on call schedule to include weekends, holidays and evenings.
* Candidates must be able to lift/push/pull/carry up to 40+ lbs. occasionally; be able to stand/walk for extended periods of time.

**Desirable**

* Preference will be given to those with previous spa experience; housekeeping experience and/or customer service experience.

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.