

## **Reservations & Guest Services Coordinator**

Open Position – Minimum 3 months commitment

Join a team of people dedicated to self-growth, transformation and sustainability at Anahata Yoga Retreat, Golden Bay, New Zealand.

Anahata is a Charitable Health and Education Trust. Our Residents live and share a yogic lifestyle dedicated to the principles of Serve, Love, Give. We value sustainability and uphold a regular rhythm of yoga, meditation, relaxation, chanting and other yogic practices. Over the summer months, the retreat will offer Yoga Lifestyle Courses and Yoga, Relaxation, and Meditation Teacher Trainings. At other times of the year, we are open to Venue Hires from outside facilitators.

The Reservations & Guest Services role is an Admin/Office orientated position. You will work closely with the General Manager and the Education Director to support the efficient operation of all courses, retreats, and trainings.

The main focus of this role is to communicate with potential guests to help them find the best options for their stay, work out the details of their arrival/departure, and ensure their finances are in order before attending their course.

Ideal skills for the Reservations & Guest Services Coordinator role include:

- **Efficient Communication**  
Ensuring all emails and phone calls are answered in a timely manner.
- **Customer Service & Sales**  
Ability to relate to our potential guests and encourage them to join our Courses, Retreats, and Trainings.
- **Guest Service**  
Ensuring guests and visitors needs are met so they have a positive experience at Anahata.
- **Data collection, entry, and distribution**  
Entering information into all current systems thoroughly and efficiently and liaising with all departments where required to ensure smooth operations.
- **Working well in a team environment**  
Working with the General Manager and other Department Supervisors to implement and uphold systems and procedures to ensure smooth retreat operation and guest satisfaction.
- **Bookshop**  
Keeping our product offerings current in our physical and online shops. Stock takes, re-orders, and presentation.

### **What Anahata has to offer:**

- Accommodation (shared)
- Vegetarian meals provided daily
- Regular yoga, meditation, relaxation, mantra and other yogic practices
- A safe and protected environment with like-minded people
- Personal guidance from Swami(s) and experienced teachers
- Karma Yoga teachings for personal growth
- A wood-fired sauna
- Organic vegetables grown in the garden
- Discounts on Healing Treatments and Yoga Retreats
- Saraswati Library

The first month is a trial period to learn our yogic principles and make sure the environment is a right fit from both sides. All candidates begin by participating in a 2 week Yoga Lifestyle Program. After this initial 2 weeks you will have a conversation with the General Manager about the specific role and your continuing commitment.

**This is an un-paid, exchange based position** and as such you should be prepared to cover your own personal needs outside of the provided accommodation and food. Potential remuneration is based on length of commitment and the financial viability of the Summer Season retreats and trainings.

Opportunities for Certified Yoga Teacher Training in exchange for this role are available with a commitment of 6 months or longer, which must cover the entire Summer Season (Dec-June).

We are open to discussing individual circumstances and your needs based on your skills and length of commitment to being at Anahata.

If you feel this is the right opportunity for you, please contact us at: [yoga@anahataretreat.org.nz](mailto:yoga@anahataretreat.org.nz) for an application.

If your application is successful, we will contact you for an interview. Please only apply if you have a NZ/AU passport or permanent residency or a valid Visa to be in NZ for the duration of your stay.