

**JOB DESCRIPTION**

**POSITION: Spa Receptionist**

**HOTEL:**  South Lodge

**DEPARTMENT: Spa Reception**

**REPORTS TO:** Spa Front of House Manager

**ORGANISATION CHART**

**JOB PURPOSE;**

The Spa Receptionist is responsible for providing a friendly, welcoming and efficient service to all resort guests, in line with the Company vision and values. The main purposes of the Spa reception team are to respond courteously to member and guests’ requests, play a part in the general running of the reception desk, create a positive first impression and departure experience. You will be the key contact throughout their day, and continuously ensure to meet and exceed members and guests’ needs and expectations.

Key areas of the role are to:

* Be responsible for the provision of a seamless experience
* Ensure every member and guest receives a personal and warm greeting
* Conduct a Spa orientation to the correct standard.
* Ensure a high level of engagement with members and guests throughout their day to make them feel at home and create a warm experience
* Be consistently present on the reception desk throughout the day
* Deal with member and guest requests.
* Have the ability to effectively interact with people and follow up on any feedback
* To assist in dealing with complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible
* To be responsible for accurate and efficient accounts and billing processes
* To administer the general petty cash system and float in an accurate manner
* Promote Resort services and facilities, being proactive in selling these
* Ensure guest profiling information is captured in the correct way and entered on the hotel PMS system. Use this information to enhance the guest’s experience and communicate to relevant departments
* Ensure the front of house areas are well maintained and tidy, and that the display cabinets are stocked and well presented at all times
* To undertake general office duties, including correspondence, emails, filing to ensure the smooth running of the reception area
* To process out of hours reservations and ensure these bookings are made and recorded accurately
* To keep up to date with Spa Day/Treatment prices and special offers to provide accurate information to guests
* To report any maintenance, breakage or cleanliness problems to the relevant manager
* To undertake all training as required (eg first aid, health and safety, customer service.)
* To adhere to all fire safety test procedures and to assist in the evacuation process in the event of fire
* Carry out any reasonable request by management in excess of this list of duties

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating Happiness in Amazing Places**

* Ensure a high level of engagement with guests throughout their day to make them feel at home and create a warm experience
* Ensure every guest receives a personal and warm greeting
* Check VIP arrivals and provide amenities to the set standards
* Ensure special occasions are recognised and communicated to wider the resort
* Pay attention to the small details and ensure important guest information is profiled to enhance future stays

**Exclusive People**

* Develop a good working relationship with all departments of the hotel and spa to enable effective communication and team work
* Strong, hands-on approach to team work
* Be impeccably groomed and have high standards of customer service

**Improve Profit and Increase Revenue**

* Protect revenue by dealing with issues quickly and efficiently, resulting in minimal cost to the business
* Be confident and proactive in up-selling Spa treatments and retail

**Strong Brand**

* Be present in the reception area at all times
* Have good knowledge of other properties and propositions in the Exclusive Collection
* Be confident in the history of South Lodge

**Health and Safety**

1. To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.

2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.

3. To report any defects in the building, plant or equipment according to resort procedure.

4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.

5. To complete Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.

1. To be fully conversant with:

Crisis Manual

The Resort Fire and Bomb Procedures

The Report Health and Safety Policy Procedures

Departmental Food Hygiene Regulations

C.O.S.H.H. Regulations

Employee Handbook

**General**

* Display a professional image of Exclusive Collection by delivering the company values and demonstrating the courtesy standards and non negotiables at all times
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

**Skills & Experience Required**

* Passion for delivering excellent customer service
* Confident, warm and bubbly personality
* Ability to work under pressure and multi-task
* Immaculate presentation and grooming
* A friendly and welcoming approach
* Ability to work unsupervised
* Excellent interpersonal skills, including a pleasant telephone manner
* Good administrative skills and the ability to use email and booking systems
* Good team working skills
* Natural desire to serve and exceed expectations of guests and colleagues
* Effective communicator
* Flexibility in attitude, approach and working hours (to include weekends and evenings)

**NOTE:** This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature)