



## Job Description

**Job Title:** Spa Receptionist  
**Department:** Spa  
**Responsible To:** Spa Manager

### Main Purpose:

To deliver a warm, attentive, professional service to customers visiting the establishment and those making enquiries about the Spa/Hotel as well as delivering any other customer focused service when required, and in line with our standards. Liaising with Reservations and other departments. Maintaining cleanliness within the Spa areas. Working as part of a team as well as alone.

### Main Duties and Responsibilities:

1. Readiness of self for service which includes maintaining a high standard of appearance and hygienic preparation (e.g. nails, clothing, hair and personal hygiene) suitable for close contact interaction with customers, thus projecting a professional and pleasant image
2. The diligent handover of a shift to a colleague communicating everything pertinent to the requirements of customers and other information needed for successful on-going operations e.g. passing on of messages.
3. Preparing at the start of shift everything required for a smooth operation e.g. switching on/off Sauna/Steam room, in line with the opening and closing procedures, updating of customer information, signage for Spa days.
4. Effectively booking guests in and out and scheduling their next appointments, by the accurate taking of bookings and recording of customer requirements using the telephone, manual or computerized system, confirming/repeating back to the customer what is booked to avoid misunderstandings.
5. Maintaining a professional work environment, working with the Spa Manager/Therapists/Fitness team, to ensure the Spa, treatment rooms and changing room areas are kept clean and tidy, and that there is sufficient supplies of Laundry items/Robes, Slippers, for the smooth running of the Spa operation.
6. Undertaking cashiering duties and be fully aware of the various methods of payment accepted by the company and be fully conversant with the hotel's credit policy as it applies to the following:
  - Cash payments
  - Credit card payments
  - Accounts to company
  - Third party payments
  - Voucher payments



7. Carry out efficient, 2 hourly pool and spa pool water testing, following the procedure provided and record the readings.
8. Maintaining retail products stocks; and receiving orders, reporting when stock levels are low to the Spa Manager.
9. Liaise and co-ordinate with the accounts department over any special billing requests and procedures.
10. Ensure the cash float is secure and locked at all times.
11. Promote hotel services and facilities, as well as any other special promotions at the time.
12. Create a warm and friendly and respectful rapport with guests, and greet customers in a friendly, polite manner, whether in person or by telephone, or by using other media, to create an excellent 'first impression' and instill a good feeling consistent with our hospitality aims.
13. Familiarise yourself with the guests needs and requirements in order to ensure guest satisfaction and efficient and friendly service.
14. Ensure guest privacy and security, respecting confidential information and ensure that guest details are not disclosed to a third party.
15. Assist senior colleagues with any other relevant and necessary tasks as required.
16. Attend any meetings or training sessions/courses as required.
17. Accept changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests/owners.
18. Comply with rules associated with the job role, such as not eating or chewing gum in front of customers, no mobile phone conversations or web surfing on duty e.g. facebook, twitter etc.
19. Be fully conversant with hotel standards of operation and department procedures.
20. Take responsibility for own safety and well-being by following procedures such as seeking assistance in the event of any potential conflict e.g. unwelcome behavior from a customer, for example appearing drunk and aggressive.
21. Undertake the accurate billing of what the customer(s) has had, avoiding mistakes and over/under-charging errors. Dealing efficiently with payment transactions at point of sale and subsequent 'cashing up' strictly to conform to internal standard operating procedures.



22. Work effectively as a member of the team ensuring that customer needs are paramount and that co-operation with others in immediate team is exemplary as well as other internal service relationships i.e. other departments.
23. Acknowledge customers on departure, thanking them for their custom to leave a good impression at the end of their current 'service journey'.
24. Comply with all rules and regulations e.g. office and fire safety, use of computers, maintenance of confidentiality, completion of administration, self-certification, absence reporting etc.
25. Demonstrate willingness to work in any department when necessary to meet the needs of the business, help satisfy customer requirements and work flexibly e.g. during seasonal periods when business activity levels fluctuate.

**This list of duties is not exhaustive, nor is it intended to be, and duties are not listed in any order of priority.**

I have received, read and understood the above Job Description:

Name (PLEASE PRINT): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_