

JOB DESCRIPTION

Job Title: Spa and Leisure Receptionist

Job Reference : SLR/09/21

Salary : £5.50 per hour - £9.55 per hour depending on age

Hours : 30 hours per week – will include some weekday and weekend working on a rota basis

Reports to: Health Club and Spa Manager

POSITION SUMMARY:

An approachable and enthusiastic Spa and Leisure Receptionist wanted to provide the warmest of welcomes to our members, spa guests and hotel guests. You will be responsible for greeting guests in a warm friendly manner and be a true ambassador for excellent customer service, dealing with all requests and queries in an efficient and professional manner, whether face to face or over the telephone. Duties will include retailing products, diary management & general administration using Premier Core software. You will need to be calm under pressure, reacting effortlessly to unexpected circumstances and taking them in your stride. If you are passionate about providing a great guest experience, are a strong communicator who can provide service with a smile then this could be the role for you.

Main Responsibilities / Key Accountabilities:

- Provide excellent customer service at all times to all guests
- Provide guidance to clients on the procedures at the spa
- Answer telephone calls and provide accurate information to clients, diary management and taking bookings and payments
- Keep the reception area clean and conducive for clients as they wait for their turn to be attended to
- Introduce new beauty products to clients and educate them on their uses and benefits
- Keep clients updated on currently available promotions and discounts in services offered in the Spa
- Process payments from clients for services ordered from the spa
- Keep register of long and existing clients for them to enjoy benefits given to loyal customers
- Give appointments to clients on specific days
- Open and close the spa at the appropriate time
- Ensure that the front desk is clean and organized for free movement
- Assist in getting client feedback on level of services delivered in order to improve on service delivery
- Inform staff members of appointments that have been cancelled by clients, and also alert staff members of the arrival of clients who come without prior appointments
- Assist in developing promotional events, which focus on increasing the clientele of the spa
- Manage the visitor register to keep record of people who visit the spa on a daily basis
- Receive customer complaints and feedback and direct them to appropriate offices for resolution.
- Using Premier Core Software (full training will be given)

Planning and Organisation:

- Manage your shift and make sure tasks are completed
- To be flexible with hours

Decision Making and Use of Judgement:

- Manage customer queries and pass on when necessary

Essential Internal and External Relationships:

- Working alongside hotel staff such as reservations to manage bookings
- Must communicate well with other members of the team

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments, 28 days annual leave (inclusive of Bank Holidays) and membership to the Company Pension Scheme.

EMPLOYEE SPECIFICATION

POST TITLE: Spa and Leisure Receptionist – Health Club and Spa

	Essential (Insert below those skills, knowledge, education and experience that you have identified as essential)	Desirable (Insert below those skills, knowledge, education and experience that you have identified as preferred but not essential)	How Identified (Insert below how you will identify if they have these essential or preferred qualities)
SKILLS:	Excellent Customer Service Skills and proven IT experience	Interest in Health Club and Spa Previous experience using Premier Core software or equivalent system	CV & qualifications
EDUCATION / KNOWLEDGE:	GCSE or equivalent in English and Maths	Customer Service qualification	Qualifications Dummy shift as part of the interview process
EXPERIENCE:	1 to 2 years experience of delivering excellent customer service		CV & Qualifications