



Westport Hotel Group Spa Receptionist Job Description

Job Title:	Spa Receptionist
Department:	Spa
Responsible To:	Spa Assistant Manager / Spa Manager
Main Purpose of Job	Representation of the spa and its presentation to the public. To ensure the highest level and delivery of 'first impression' and customer satisfaction by providing an exceptional, prompt, trouble free and courteous service to all guests at all times. To maximise sales opportunities and actual bookings by way of excellent people skills, product knowledge and closing sales ability. To check in customers as they arrive for their scheduled appointments.

Responsibilities & Main Duties

- To ensure a first class service to the guests and members at all times and to provide guidance to clients on the procedures at the spa.
- To efficiently manage all calls, queries and bookings on a daily basis on the reception desk.
- To ensure an excellent standard of customer care and professionalism are achieved at all times.
- To keep the reception area clean and conducive for clients as they wait for their turn to be attended to.
- To open and close the spa at the appropriate time.
- To give appointments to clients on specific days.
- 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.
- To maximize bookings and sales in all areas dealt with by you in your specialist field and to be an active team player in achieving monthly set targets.
- To keep clients updated on currently available promotions and discounts in services offered in the Spa.
- To process payments from clients for services ordered from the spa.
- To be an active team player in ensuring the retail sales, repeat booking and up selling of treatments of Spa guests.
- To manage guest arrivals, thermal suite tours and guest orientation during their spa visit.
- To give clear concise information to the guest regarding their treatment prior to their arrival.
- Manage the visitor register to keep record of people who visit the spa on a daily basis and to handle client information with the utmost confidentiality.
- To perform daily database input, brochure sending. to keep register of long and existing clients for them to enjoy benefits given to loyal customers

- To assist in getting client feedback on level of services delivered in order to improve on service delivery. Receive customer complaints and feedback and direct them to appropriate offices for resolution.
- To ensure changing rooms and relaxation rooms are kept clean, neat, stocked and tidy at all time. Make regular checks to ensure the highest of standards at all times
- To be a team player and work closely with all therapists and spa attendants in ensuring the best possible spa experience for each guest.
- To effectively communicate any relevant guest information onto the therapist.
- To encourage and assist therapists in retail sales when required.
- To assist spa attendant and spa management as required.
- To perform guest show arounds during quiet times.
- To ensure all reception areas are clean tidy and well presented at all times.
- To assist in any other administrative duties as required by the Hotel or Spa Management
- To be responsible for all printed matter and stationary stock and ensure adequate supplies at all times.
- To be a true representative of the spa and business at all times.
- To abide by your training and the spa's policies and procedures at all times.
- To be a team player representing the spa treatments and standards as a major aspect of the entire spa offering and business as a whole.
- To deliver the highest level of professionalism at all times.
- Accurate treatment administration and record keeping.
- Assist in developing promotional events, which focus on increasing the clientele of the spa
- To take 'ownership' of your area during your shift and to complete all cleaning duties at the end of the shift
- To ensure an excellent standard of customer care and professionalism are achieved at all times.
- To assist in any other duties as required by the Spa or Management
- To be an instrumental team player in ensuring the linking of the Hotel and Spa businesses as one.
- **Safety** - To promote a safe working environment and be aware of Health & Safety and Fire Procedures for the guests, your colleagues and yourself.
- **Security** - To actively support at all times company policy, and best practices in the area of security with emphasis on protection of customer sensitive information.

Customer Care

"We will offer our guests a great Hotel experience with genuine friendly service".

1. To ensure the highest standards of service and customer care are offered at all times.
2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. To continually strive for service improvements within your department.
4. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
5. To handle concerns & complaints from customers in a professional and tactful manner.
6. To provide hands on delivery of advice & knowledge to customers.