

# Spa Receptionist – Part-Time



usa.arilson@gmail.com

Phone :

Web :

## Job Summary

---

Vacancy :

Deadline : Jan 24, 2025

Published : Dec 24, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

---

**THE FAENA CULTURE** The **FAENA** Movement is one of culture, art and community. The **FAENA** Culture is steeped in the warmth and traditions of the south combining authentic and attentive hospitality with the world's finest amenities. We act as a catalyst in making dreams a reality with the collaboration of ideas. Creating carefully curated spaces paired with excellence in service to delight the most sophisticated guests as they are indulged by the **FAENA** Culture.

### **JOB OVERVIEW**

Spa Receptionists are responsible for maximizing the revenue of the spa through effective scheduling, yield management and sales. As the first point of contact for the spa this role ensures outstanding five-star guest relations, by delivering all hotel standards at Spa Reception.

### **DUTIES AND RESPONSIBILITIES**

- Maximize revenue of treatments and programs through effective scheduling, yield management and cross sales.
- Contribute to the team's overall targets and strive to achieve personal targets and goals as set out by the Spa Management team.
- Maintain a sound treatment and retail knowledge with the ability to accurately describe benefits and prices.
- Up sell current spa promotions/packages
- Actively recommend products and provide further consultation to guests to ensure that sales are closed on product recommendations made by the therapists.
- Encourage clients to return by recommending an ongoing treatment programs, inviting guests to rebook.
- Responsible for all billing procedures at the reception desk and the correct reconciliation of funds at the close of each shift and at the end of the day's work.
- Maintain the highest standard of guest service
- Conduct spa tours for all guests, VIPs and prospective members. Act as an Ambassador for the spa at all times.
- Consistently record guest preferences, accurately updating guest profiles and communicating any relevant information to colleagues.
- Ensure confidentiality at all times including data protection, medical details and any information provided in confidence by the client.
- Report any guest complaints to the Spa Manager so that they can be handled promptly and effectively.
- Organize scheduling of appointments to maximize use of time and profitability while ensuring that the client's needs are of first importance.
- Obtain and accurately record all relevant guest information including contact details, credit card details and requests/preferences. Prepare all guest correspondence and administration as per brand standards and ensure excellent presentation.
- Respond to all guest enquiries promptly and efficiently.
- Provide information on spa facilities during tours including benefits, utilization instructions and health and safety.
- Maintain the cleanliness, presentation and organization of the reception area at all times.
- Ensure that adequate supplies of all public information material are available and are in immaculate condition.
- Record and track turn away business and repeat guests through the Spa Soft.
- Prepare the reception area for the start of the next shift, ensuring all messages are communicated and carry out a detailed hand over.
- Answer telephones within three rings and in a professional manner
- Liaise with other hotel departments to ensure guest needs are met and communicated. Maintain a good knowledge of the hotel and facilities available.
- Day to day responsibility for equipment, products, cleanliness and hygiene of the reception and other spa areas.
- Maintain a high standard of appearance and personal hygiene as laid down by the Spa Director/Manager.
- Always be punctual and prepared in advance of treatments.
- Support all departments in the spa including covering reception and spa attendant duties as and when required.
- Must adhere to training as set down by the Spa Supervisor and attend all training courses as deemed necessary.

**Education & Experience**

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---