

SPA RECEPTIONIST

ORGANIZATION:
BUSINESS AREA: HOTEL
LINE MANAGER: SPA MANAGER

JOB PURPOSE

In line with MSC Cruises policies and procedures and under the supervision of the SPA manager, the SPA Receptionist is responsible for delivering exemplary service, welcoming all guests with a warm and friendly disposition and responding to all requests and queries in a professional and efficient manner to maximise SPA revenue and achieve the highest levels of guest satisfaction.

KEY ACCOUNTABILITIES

- Owns the guest journey as the main point of contact for all SPA guests;
- Greets and acknowledges all guests entering and leaving the SPA facilities;
- Actively promotes SPA services, packages and the SPA facilities;
- Answers phone calls, schedules appointments and completes reception administrative tasks;
- Manages guest feedback professionally and efficiently;
- Assists in all areas of the SPA operation as requested by the SPA Manager.

QUALIFICATIONS

(skills, competencies, experience)

- Proficient speaking, reading, and writing skills in English, and with a fluent level in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese. Any other language is considered as a plus
- High School Graduate or equivalent;
- 1+ years of experience as a receptionist within a SPA, Beauty Salon, Fitness Center or a 4/5* Star Hotel. Shipboard experience is an advantage;
- Up-selling and cross-selling skills;
- Exceptional communication and customer service skills;
- Ability to work without direct supervision;

- Computer Literacy, knowledge of Fidelio is an advantage.

VISA REQUIREMENTS (if any)

- Possess a valid passport and when possible a seaman book copy.