

## Spa Receptionist Job Description

**Position Title:** Spa Receptionist

**Reports to:** Spa Manager

### JOB SUMMARY

#### *An authentic Balinese SPA at sea*

Ocean View Monaco is a Luxurious Spa Management based in Monaco. Our wellness centres combine high quality wellness services with the magic of the Orient

As Spa Receptionist you are responsible to schedule services for individuals and large groups using spa/salon reservations software system. Answer questions about available services, general ship information, and amenities. Update the reservations/cancellations list throughout the day, inform providers of last minute changes, and resolve scheduling issues as needed by working with manager. Check in guests for appointments, confirm first and last name, and provide general spa orientation upon arrival. Record guest preferences and needs by entering information into computer. Promote and sell spa/salon services and retail. Process guest payments for spa/salon services and obtain payment authorization as needed.

Assist management in training, scheduling, counseling, motivating and coaching employees; serve as a role model. Report accidents, injuries, and unsafe work conditions to manager. Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others. Comply with quality assurance expectations and standards.

### DUTIES AND RESPONSIBILITIES

- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Maintain confidentiality of proprietary materials and information.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Follow company and department policies and procedures.
- Perform other reasonable job duties as requested by the Spa Manager.
- Flexible and willing to perform other tasks as assigned

### Guest Relations

- Thank guests with genuine appreciation and provide a fond farewell.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Engage guests in conversation regarding their stay, ship services, and area attractions/offerings.
- Actively listen and respond positively to guest questions, concerns, and requests to resolve issues, delight, and build trust.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Address guests' service needs in a professional, positive, and timely manner.
- Assist other employees to ensure proper coverage and prompt guest service.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines.

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### Communication

- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Talk with and listen to other employees to effectively exchange information.
- Provide assistance to coworkers, ensuring they understand their tasks.
- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.

### Assists Management

- Serve as a departmental role model or mentor by working alongside employees to perform technical or functional job duties.
- Assist management in sales & marketing of spa.
- Assist management to ensure that hourly employees have the necessary resources to effectively perform their jobs (e.g., supplies, equipment, and inventory).
- Collaborate with management to formally recognize hourly employees' performance contributions.
- Listen to hourly employees' suggestions for improving how work is done and how guests are served, gaining management support as needed to act upon suggestions.
- Ensure that hourly employees are trained on company core values, job roles, responsibilities, and technical and service aspects of the job.

### Working with Others

- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.
- Actively listen to and consider the concerns of other employees, responding appropriately and effectively.

### Physical Tasks

- Stand, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 5 Kilograms without assistance.

### Guest Scheduling and Check-In

- Schedule services for individuals and large groups using spa/salon reservations software system.
- Call guests to confirm date, type, time, and preferences for scheduled services.
- Answer questions about services available in the spa/salon to assist individuals in selecting a service.
- Check in guests for appointments.
- Advise providers of last minute changes or additions to schedule (e.g., different service, different guest, cancellation).
- Provide general spa orientation to guests upon arrival, such as the location and use of locker rooms, lounge areas, and hospitality stations.
- Resolve situations where guest has arrived but provider is missing or late by working with manager to find another provider or reschedule the service.
- Answer questions about general ship information and amenities.

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### Provide Spa/Salon Services

- Promote and sell spa/salon services.
- Demonstrate, promote, and sell spa/salon retail products.

### Policies and Procedures

- Follow company and department policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested.

### Qualifications

- High school diploma/G.E.D. equivalent

### Experience

- At least 1 year of related work experience

### BENEFITS

We offer competitive salaries and an attractive benefits package, which includes:

- Generous Incentive scheme based on selling Spa services and Retail.
- Three meals a day included.
- Insurance.
- Accommodation.
- Continued training and development opportunities.
- Airline and land transfer to and from the assigned Ship.