

Date of Issue/Rev: 2014-04-16 Rev – No: 1 Full Document Code: 03.10.03.(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: JOB DESCRIPTION CHAPTER: SPA & SPORT MANAGEMENT
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Area: 03.10.03. SPA
Subject: JOB DESCRIPTION
RECEPTIONIST SPA
& MEER
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Position: SPA Receptionist
Department: SPA & Sport
Rank: Crew
Line manager: SPA & Sport Manager

1. Responsibility

- (1) As well-being coach you ensure the well-being of all SPA guests due to competent consulting and caring. With your professional competence and individual and warm hospitality, you are creating special well-being moments, which transform your guests into fans.
- (2) Warm and individual welcoming and goodbye of all guests.
- (3) All around support of guests (representatives, contractors, contact person).
- (4) Professional consulting and selling of treatments and sales products.
- (5) Dealing and controlling all reservations that are made.
- (6) Ensure special well-being moments, which are surprising and inspiring.
- (7) Excellent performance at internally defined "touchpoints" to change guests to fans.
- (8) Active cross selling regarding more offers from other departments.
- (9) Competent dealing with guest feedback.
- (10) Daily end of day report and administrating procedures.

2. Qualifications/experience

- (1) At least 2 years' in-depth, specialist training in hotel or in a SPA-relevant area (Beauty, Massage or Sport & Gesundheit).
- (2) IT skills (Word, Excel and Outlook), ideally booking system MXP.
- (3) Several years' professional experience or in the relevant industry.
- (4) IT skills (Rescom, FIDELIO Cruise, MICROS, MXP desirable).
- (5) Knowledge of German and English.
- (6) Sales and consultancy experience.
- (7) Practical first aid certificate.

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3. Personal requirements

- (1) At least 20 years of age
- (2) Good organisational skills
- (3) Professional demeanour and warm, friendly manner
- (4) Strong sense of responsibility
- (5) Happy to work as part of a team
- (6) Resilient
- (7) Flexible and willing to learn
- (8) Strong sales and consulting skills
- (9) An effective communicator, a positive attitude and able to motivate others
- (10) Well-groomed appearance and confident manner
- (11) Service-orientated and warm host

4. Area of responsibility

Responsible for all work and service procedures in the SPA & Sport Reception

5. Proxy

At least one responsible employee must be trained up at any one time to ensure activities continue to run as normal in the job holder's absence.