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**Job Description**

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| **Job Title:**  Senior Spa Receptionist | **Department**:  Cliveden Spa | **Reporting to:**  Spa Manager |

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| **Aim of the role** |
| To provide a first class service to our guests and members in the Spa promoting and selling the Spa and its products at every opportunity. |
| **Responsibilities** |
| **Responsibilities**   * Responsible for taking all treatment and tennis court bookings. * Ensure accurate procedures are followed for opening and closing the spa. * Complete all reception administrative tasks and procedures in a timely manner to the highest standard. * Assist with cashing up and voucher/brochure enquiries as required. * Ability to complete show rounds to potential new members and guests giving out relevant information on the Spa. * Be familiar with and promote all facilities, treatments, and products offered in the Spa at every opportunity. * Assist the Front Desk Team/Reservations with all bookings when required. * Ensure smooth running of the treatment rooms and allocating rooms to therapists. * Action monthly training with the reception team to ensure services and standards remain high at all times * Complete training with any new starters * Support the team where necessary * Cover when necessary all areas of the Spa * Weekly checks on reception duties to ensure that these are being completed * Follow up any complaints as per the Spa Management team * Chair monthly meetings with the reception team, focusing on team motivation, customer service and financials. * Achieve the personal monthly set retail target, which will be set in line with your manager. * Assist in ensuring that the F&B service in the Conservatory is at the required standard at all times. * Attend training as/when required. * Monitor the Spa emails and where necessary respond to emails in a polite manner. * Assist with the administration of the Cliveden Club. * Deal with complaints as and when they arise referring to a Manager when required or if you feel you are unable to assist. * Attend any necessary training courses in-house or external. * Ensure that Company Policies are followed at all times.   **THIS PERFORMANCE ROLE GUIDE IS NOT EXHAUSTIVE, NOR IS IT MEANT TO BE. ADDITIONAL ITEMS MAY BE INTRODUCED WHERE NECESSARY.**  As the current post holder of this Performance Role Guide, I confirm I have read and understood the duties of this role.  Name (please print)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |