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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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |