



Hotel Cerro Job Description – Spa Cerro Attendant

Position Title: Full-Time & Part-Time Spa Cerro Attendant

Lines of communication: Reports to: Spa & Retail Manager and Spa Supervisor

Responsible for: Facilitating the day-to-day operations of Spa Cerro

Liaises with: Staff, Management

Position Summary:

The Spa Attendant is responsible for orientating guests to the spa facilities and assisting in providing personal guest service. Spa attendants are responsible for performing basic custodial services including keeping the locker room & relaxation lounge areas neat, clean and stocked with all amenities.

Duties and Responsibilities:

Duties and Responsibilities will include but not be limited to the following:

- Be on time for your shift.
- Issue spa lockers, robes and sandals to guests and then escort guests to their lockers.
- Keep log of spa sandals issued to collect at time of check out.
- Provide orientation tour, explaining spa amenities offered and answering guests' questions.
- Maintain a safe, clean and well-organized spa environment through consistent monitoring of the locker/facility area/relaxation lounge.
- Stock locker room supplies and amenities and maintain accurate supply lists and inventory sheets.

- Maintain refreshment table- water, tea, snacks.
- Assist with housekeeping, cleaning and organizing of retail and spa spaces.
- Review guest appointment/schedules as needed.
- Actively promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available.
- Maintain eye contact when addressing external and internal guests.
- Handle guests' questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
- Develop ability to work without constant direct supervision and remain at assigned post for extended periods of time.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the spa.
- Assist in all areas of spa operation as requested by management.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.

Prerequisites:

- Strong verbal and written communication skills. Multi-lingual ability is a plus.
- A highly driven and motivated individual with a good knowledge and understanding of Spa & Hotel operations.
- Must be flexible in terms of working hours and schedules.
- Must possess outstanding guest services skills and a professional presentation.
- Must be able to handle a multitude of tasks in an intense, ever-changing environment.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by guests and employees
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.
- Ability to move throughout the property (standing, walking, kneeling, bending) for extended periods of time.
- Ability to make repeating movements of the arms, hands, and wrists.
- Ability to express or exchange ideas verbally and perceive sound by ear.
- Ability to obtain impressions through the eyes.
- Manual dexterity, hand-eye coordination, and ability to work with hand above shoulders.

- Ability to occasionally move objects (lift, push, pull, balance, carry) up to 50 pounds.
- Ability to turn or twist body parts in a circular motion.
- Ability to tolerate exposure to heat, cold, chemicals, loud/noisy or quiet environment.

Education

- Comprehend and use basic language, either written or spoken, to communicate information and ideas.
- Ability to read, comprehend and write simple instructions, short correspondence and memos.
- Multiple language abilities preferred, fluency in English is required.

Experience

- 1+ years demonstrated Spa experience preferably in a hospitality environment.
- 2+ years Hospitality, Customer Service

Education

- Degree in Hospitality preferred.

Experience

- 1+ years demonstrated Guest services Supervisor or Management experience preferably in a hospitality environment.