



## **Hotel Cerro Job Description – Spa Cerro Front Desk Receptionist**

**Position Title:** Full-time & Part-Time Spa Cerro Front Desk Receptionist

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

**Responsible for:** Reception & Retail area of Spa Cerro

**Liaises with:** Staff, Management

### **Position Summary:**

The Spa Front Desk Receptionist is responsible for the reception & retail area at the spa.

Includes the greeting of all guests, answering phone calls, assisting guests with questions regarding spa services and products, booking all appointments, checking guests into the computer system and charging for services performed and retail purchases.

### **Duties and Responsibilities:**

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

- Be on time for your shift.
- Properly open and close spa each day according to Standard Operating Procedures and opening/closing checklist.
- Accurately answer phones- book, change and cancel spa appointments.
- Acknowledge and greet everyone who enters and leaves spa facilities.
- Provide detailed descriptions of spa treatments, packages, services, facility features and hours of operation.
- Utilize spa computers with skill and proficiency.
- Maintain a proper Spa Desk Bank and bank balances.

- Answer the phone promptly and use the guest's name throughout the phone conversation.
- Actively promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available.
- Provide orientation tour/tours of the spa, explaining spa amenities offered and answering guests' questions.
- Assist guests with retail purchases.
- 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.
- Maintain a clean; safe, fully stocked and well-organized work area.
- Present a professional image to employees, guests and clients of the hotel.
- Assist with housekeeping, cleaning and organizing of retail and spa spaces.
- Create memorable experiences for each guest.
- 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.
- 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
- Must be detail-oriented and have ability to multi-task.
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Must possess basic math and money handling 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**

- Degree in Hospitality preferred.
- 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, Computer Experience, Customer Service