



Hotel Cerro Job Description – Spa Cerro Attendant

Position Title: Spa Cerro Attendant

Lines of communication: Reports to: Spa & Retail Manager

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

Liaises with: Staff, Management

Position Summary:

Are you looking for employment? Another job, or would you rather look towards a means of fulfillment while being compensated? Hotel Cerro offers a unique working environment right in the heart of beautiful down town San Luis Obispo and is looking to add additional members to their stellar team of professionals. From our roots, our entrepreneurial owners and investors have a proven track record for offering competitive compensation and benefits while introducing and inspiring you towards excellent customer service. If you have a heart to serve and enjoy people, we encourage you to apply. 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 will include but not be limited to the following:

- Be on time for your shift.
- Restock lockers and manage locker rooms
- Sanitize sandals and put them back in the cabinets for guest use.
- 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.
- 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.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Assist with supply inventories and informing management of items that need to be ordered for cleaning and sanitizing.
- Assist in all areas of spa operation as requested by management.

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