

Spa Reception/Coordinator

**Reports to:** Spa Director

**Classification:** Hourly

**Department:** Spa

**Scope and General Purpose:**

This position is responsible for providing a courteous, friendly and professional experience for each guest in commensurate with the demands of a world-class resort. Provides information about spa offerings, handles all appointment scheduling and coordinates with other departments to satisfy guest requests. Exceeds expectations by proactively anticipating guest needs.

**Essential Duties**

- To welcome and serve all guests in an efficient, courteous and friendly manner whether face to face, on the phone or via email
- To handle all guest compliments, comments, observations and complaints in a timely and effective manner, achieving guest satisfaction
- To reserve, register and check out guests completely and accurately, following the procedures and policies set up for this process
- To utilize proper selling techniques and strategies to maximize spa revenues
- To poses the ability to answer, offer suggestions and provide descriptive information pertaining to the spa and resort
- To poses the ability to recommend home care products, promote other spa services and suggest scheduling future appointments
- To accurately post charges to group, guest, member and house accounts when necessary
- To forward messages to departments with regards to guest requests and expectations and to follow up on requests via phone or email
- To ensure the accuracy of billing for each guest
- To accurately account for daily bank issuance
- To sell, make, process and mail gift certificates
- To maintain and count daily bank balance according to accounting standards

**Marginal Duties**

- To complete daily administrative tasks
- To keep work area tidy and attractive
- Other duties as assigned

**Position Requirements**

- College Experience an asset
- Excellent phone and communication skills in English
- Excellent guest relations skills
- To poses the ability to manage multiple activities concurrently (ie. complications with guests, therapist, and operational issues)
- Ability to work independently with minimal supervision
- A good knowledge of the surrounding areas
- Computer skills, including the use of Microsoft Word, Excel and Outlook required. Facility in Microsoft Access and Maestro PMS an asset
- Must be able to work a flexible scheduled including weekends and holidays

**Physical Demands**

Essential duties require long periods of sitting, hearing, speaking, reading from a computer screen and keyboarding. The employee must have normal vision (corrected) including close and color vision, hearing and verbal communication.

**Environmental Conditions**

Duties are typically performed in an indoor setting; however duties may be assigned periodically which take place out of doors and in the elements. The reservations office has multiple workstations with multiple phone lines. Incoming calls are frequent, work is fast paced and the noise level is moderate to loud.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.