



SPA ATTENDANT

SUMMARY:

Spa Attendants work closely with service providers, Spa Concierge, and the Lead Therapist to ensure a smooth spa operation. Spa Attendants responsibilities include completing all opening & closing procedures, tending to the tidiness of all public spa areas, restocking spa guest supplies, and setting up specific services for massage therapists. Spa Attendants are additionally responsible for approaching each spa guest with a helpful and positive presence and seeing that all spa guests' needs are anticipated and met with a productive response.

DUTIES AND RESPONSIBILITIES:

- Ensuring consistency of service and safety protocols and guest satisfaction at all times
- Acting as a resource to the spa team and guests to ensure the spa facility is well-stocked and tidy at all times
- Provide continuous communication throughout each day, providing constructive information to the spa team
- Manage current in-house linen inventory and communicate low levels to spa team and laundry facility
- Manage tea bar and locker room guest supply inventory to ensure everything is stocked and any needs are communicated immediately to the Spa Director
- Ensure that any maintenance related issues are reported immediately to engineering, logged on the work request sheet, and reported to the Spa Concierge team and Spa Director
- Provide detailed, personal care with each spa guest to ensure a 5-star guest service experience
- Set up spa treatments according to protocol in advance of when they are needed
- Show a great eye for detail and use effective problem solving skills while monitoring the spa facility and spa guest experiences
- Communicate with all guests in a positive and constructive tone to ensure it is well received
- Follow all points of SOP for both opening and closing of the spa facility
- Support safe work habits and a safe working environment at all times
- Other duties and jobs may be assigned as needed by supervisor

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Preferred 2-years resort/hotel or salon/spa experience
- Previous Spa Attendant experience preferred
- Excellent verbal and communication skills

- Must be adaptable to change and be able to multitask calmly and efficiently, with an emphasis on follow up, cooperation, and courtesy
- Knowledgeable of the spa environment and experience
- Outstanding interpersonal, guest service, listening, and problem-solving skills
- Must be highly organized and detail oriented
- Knowledgeable of computer booking software preferred
- Must meet legal age requirements for the position
- Must be able to work independently
- Must provide valid document(s) to work in the US

EDUCATION/EXPERIENCE:

- High school diploma or equal to a GED; two years' experience in related field

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.