



Job Description

Job Title:	Spa Receptionist
Accountable To:	Reception Manager
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

Ensure that Moddershall Oaks Spa is a special place to be for guests, where they receive a warm welcome and an outstanding experience throughout their stay. Champion customer service at every step of the customer journey, ensuring guest expectations are exceeded and all their needs are catered for. Ensure that check in and check out processes are delivered to an excellent standard, backed by high standards of accuracy and guest care.





Principal Accountabilities

Guests

1. Greeting guests on arrival at Moddershall Oaks with a warm welcome, instantly making them feel special.
2. Deliver service standards so that all guests receive outstanding service from the moment they arrive at Moddershall Oaks.
3. Build a rapport with guests and ensure they receive the best possible service and go the extra mile to exceed their expectations.
4. Show guests around the spa facilities and bedroom suites, answering their questions and ensuring they feel looked after from the moment they enter the spa. Ensure that tours are carried out in line with the Moddershall Oaks brand but also cover the necessary health and safety points in detail.
5. Ensure high standards are maintained through smooth check in and out procedures, print outs and receipts ready and transfers.
6. Encourage and respond to guest feedback, ensuring that any complaints are addressed immediately to the guest's satisfaction and in accordance with the Complaints Policy, referring to the Reception Manager as appropriate. Prevent complaints by ensuring bills, payments, itineraries and times are correct.
7. Offering additional guest experiences, upselling, and arranging other treats in the bedrooms, for example, bottles of wine in the room.

Sales and Marketing

1. Sell products to guests, achieve sales targets, and take every opportunity to sell in the right way.
2. Upsell at every opportunity and maximise spend from guests on food and beverages, retail, vouchers, additional therapy appointments etc.
3. Manage retail displays, ensure accurate pricing, replenish stock and take part in retail events.
4. Keep up to date with offers, promotions, seasonal offers and events.

Operational Excellence

1. Utilise the Alacer system to maximum effect for the benefit of guests and the business. Use Alacer and other systems to keep records, compiling restaurant, event and desk tabs and carrying out checks where necessary.





2. Ensure that all specific customer requirements are logged and acted upon by front of house teams to the complete satisfaction of guests.
3. Use guest feedback to identify service improvement initiatives and discuss with the Reception Manager.
4. Ensure guest accounts at check-out are efficiently and accurately processed.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time



Person Specification

Job Title: Receptionist		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Customer service qualification or training	Desirable	Application
Proven Experience		
At least one years' experience within a reception team role or similar environment	Essential	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Essential	Application/interview
Experience of working in a spa or hotel reception environment	Desirable	Application/interview
Experience of delivering excellent customer service including customer relations and complaints	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview/practical assessment
Some knowledge of sales and marketing techniques	Desirable	Interview
An eye for detail and accuracy	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview/assessment
Problem solving skills – able to work on own initiative	Essential	
	Essential	





Excellent IT and administration skills		Interview/assessment
Other Attributes Able to work effectively within Moddershall Oaks core values framework Car owner/driver	Essential Essential	Interview Application

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Signed:

Date:

