



## Job Description

<b>Job Title:</b>	Spa Attendant
<b>Accountable To:</b>	Housekeeping Manager
<b>Location:</b>	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

As a Spa Attendant of Moddershall Oaks, it is your responsibility to monitor and clean the indoor spa areas so that the highest standards of presentation are achieved for guests. You will also be responsible for laundering towels and robes, ensuring there is always a ready supply available. You must utilise available resources to ensure we provide excellent guest satisfaction and exceed productivity and cleanliness standards.



## **Principal Accountabilities**

1. Ensure that towels and robes are efficiently laundered so that there is always a ready supply for use by guests.
2. Deliver linens, stock and other items to reception and other areas, to support the best possible guest experience.
3. Report any damaged or missing items, along with any maintenance issues promptly.
4. Communicate to management any occurrences relating to guests that require attention.
5. Handle guests' questions and concerns professionally and courteously and provide accurate and immediate responses to all guests' requests ensuring complete guest satisfaction.
6. Ensure the Blush Lounge is clean and tidy and make sure the fridge is clean.
7. Move dirty laundry from the changing rooms, treatment floor and reception up to the laundry.
8. Deliver clean laundry for the treatment floor as often as necessary.
9. Ensure the changing room floors are clean and dry, watching out for pools of water / build-up of hair.
10. Tidy the vanity area in the changing rooms.
11. Check the changing room toilets frequently throughout the day to make sure they are clean and tidy (clean mirror, check toilet rolls, neat & clean towel etc.)
12. Check the disabled changing room is clean, tidy and clear and also make sure the lockers are clear and available for use.
13. Whilst in the indoor spa area, ensure health and safety rules are being adhered to (no glassware or crockery in this area, no jumping in).
14. Hang towels and robes up on the hooks if they have been left there a while.
15. Make sure the steam room door is closed.
16. Throughout the indoor spa, ensure the floors are clean and dry and mop as required, also check for any pools of water / build-up of hair.
17. Interact with guests and check they are happy as you move around the property.
18. Replenish plastic cups by the water fountain and empty the bin.



19. Make sure to check all pockets of dirty gowns before laundering, taking any items found to reception for them to be logged as lost property.
20. Ensure cleanliness standards are maintained throughout the spa.
21. Carry out pool tests according to the agreed procedure and frequency.
22. Carry out the preparing and cleaning of the Rasul.

### **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

**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: