

SPA RECEPTIONIST

Salary: £12 per hour

Benefits: Flexi Shifts, Free Parking, Staff Discounts, Bonus Scheme, Team Events

Contract Type: Permanent

Location: Bradford, West Yorkshire

Hours: Full Time

Deadline: We reserve the right to close recruitment asap

ABOUT US

Royal Onsen - An Oasis of Relaxation and Rejuvenation.

Royal Onsen is a unique Luxury Clinic and Day Spa that will bring the relaxing and rejuvenating experience of being on vacation into the heart of Bradford. We know there has never been a more exciting time to join our team!

Facilities include a state-of-the-art hydrotherapy pool, sauna and steam rooms, a full Turkish bath experience and a mud chamber. The space will also offer a wide range of health, beauty and wellbeing treatments including microdermabrasion, carbon facials, dermaplaning, IV treatments and much more.

With its range of luxurious facilities, Royal Onsen is the perfect place for gold-standard aesthetic treatments and for anyone looking to escape the hustle and bustle of everyday life and take some time for themselves.

ABOUT YOU

An approachable, enthusiastic, friendly and highly motivated Spa Receptionist wanted to provide the warmest welcomes to our guests. Sound like you?

For us it's not just what we do, it's how we do it! Our mission is to provide our guests with a gold standard experience they will never forget, every single time!

You will likely be the first person to greet our guests and so providing a fabulous first impression is key! Your day to day will involve welcoming guests with a huge smile, providing exceptional hospitality and care to individual needs both in person and over the telephone with outstanding customer service skills. You will need to be calm under pressure, solution focussed, manage unexpected circumstances and passionately go over and beyond for guest satisfaction. You will be an excellent communicator with very strong administrative skills!

Our staff make all the difference, we're all about personality, and as the front of house this couldn't be more important.

THE ROLE

- Deliver a first-class guest experience that exceeds all expectations in a consistent, effective and professional manner, putting guests first, every time.
- Create a warm, welcoming, fun and relaxed environment for everyone to enjoy with high standards of professionalism.
- Pro-actively engage with guests, understand what they want and how you can help them. Make them feel special offering a Royal welcome.
- Carry out reception and business administrative duties with efficiency and to the highest standard, in line with brand guidance, including (but not limited to) managing guest bookings, staff roster, telephones and mail.
- Work with management to ensure every opportunity to increase revenue in the business is taken, managing column capacity, securing repeat bookings and upselling with after care products. To pro-actively and enthusiastically drive sales.
- Provide social media support in line with training provided.
- Be responsible for all record keeping of health and safety files, the monitoring and control of the pools and spa facilities including testing and corrective actions.
- Support all members of the Team to achieve and maintain standards to the highest possible level in respect of service, hygiene and Health & Safety.
- To raise awareness of the brand and educate clients in the product and treatment range available including after care.
- To participate fully in promotional activity and ensure the success of the campaign.
- Handle any client complaints promptly, consulting management in all cases.
- Ensure that all details regarding guests are kept in the strictest of confidence, locked away and information is never discussed with inappropriate parties either inside or outside the company.

EXPERIENCE & PERSON SPECIFICATION

- Proven track record in a similar setting with a pro-active stance towards problem solving.
- Display a positive attitude and calmness under pressure in a fast-paced environment.
- Excellent communication, administration, and IT skills including Excel.
- Ability to work 5 days throughout the week including weekends and bank holidays, the receptionist role involves a strong Guest Services element so you must be comfortable moving around the business and attending to the needs of guests and the regular VIP clientele.
- Demonstrate confidence in working towards sales targets, promoting and selling products in a retail beauty environment.
- Have a passion for beauty and possess the kind of friendly, warm, positive personality that generates enthusiasm in potential customers.

APPLY: Please send a cover letter clearly defining how you meet our requirements and CV to info@royalonsen.com.