

Job Description

Job Title: Spa Reception Supervisor (Maternity Cover)

Hours of Work: 40 hours

Rate of Pay: £11.75 Per Hour

Reports to: Deputy General Manager, General Manager

About Us:

Continue our success story at Bryn Meadows Golf Hotel & Spa

An opportunity to be part of the award-winning team at Wales' Premier 4 * Golf resort

We are looking for a talented and passionate Spa Receptionist to join our well established and successful team at Bryn Meadows Golf Hotel & Spa. Set in the beautiful panoramic scenery of Caerphilly, South Wales, Bryn Meadows boasts breath-taking views across 5 valleys with vistas as far as the Brecon Beacons, Our 4 star boutique golf resort incorporates 42 bedrooms (including 22 suites) A Par 71 18 hole mature golf course, a state of the art leisure complex and spa, and restaurant and banqueting for up to 400 guests.

Bryn Meadows was established in 1973 and has a rich heritage of providing outstanding service with a warm and personal approach.

Main Objectives:

The Spa Reception Supervisor is a key member of the team and is responsible for the day to day running of the spa and ensuring our customers and members are consistently treated to an impeccable customer service experience.

Main Areas of Responsibility:

Attend weekly sales meetings, ensuring the spa is meeting sales and budget requirements.

Manage the spa reception team schedule, ensuring correct staffing levels are met.

Manage online spa availability to ensure we are meeting budgets and full potential.

Oversee the day to day running of the spa reception desk and client journey.

Stock ordering to ensure the spa is running at the correct levels of product to carry out the treatments we provide.

Stock Take- a monthly count on the stock we are holding in the spa.

Liaise with higher management on a weekly basis on the running of the spa reception.

Help to create an outstanding experience for the customer, so that customers are greeted professional, friendly, and timely manner.

Answer incoming calls, and make the relevant bookings, collecting full client details and payment information.

Manage all bookings to fill the treatment rooms to full occupancy.

Assist guests with requests.

Ensure all enquiries and complaints are dealt with promptly and efficiently and in confidence, referring them to the Manager where appropriate.

Promote sales, events and promotions of products and services to stimulate sales and customers and provide training too all when required.

Upselling additional services.



Liaise with other departments, primarily Reservations, Housekeeping, Operations and Blas Restaurant, where necessary to meet the needs of the customer.

Ensure service standards are maintained to a high standard and that problems are dealt with cooperatively, fairly and with care.

Process all payments and deposits, for spa and gym memberships.

Keeping robes, towels & slippers tidy and accessible for guests.

Ensure adherence to all company policies, procedures and guidelines.

Clock in and clock out of work every shift.

Maintain positive employee relations by keeping open lines of communication with all departments.

Attend staff meetings as requested.

To perform any duties reasonably requested by the Management Team.

What we offer:

In addition to your salary, we offer discounted meals on duty and free car parking.

Please send any applications to ellie.ferris@brynmeadows.co.uk