

Spa Receptionist

Bryn Meadows is an independent luxurious four star golf and spa resort set in over 100 acres of meadowland and hidden amongst the breath taking valleys of south east Wales. We are one of the leading destinations for spa breaks and golf breaks in Wales, comprising of 42 contemporary, yet classically styled en-suite rooms most with balconies overlooking the beautiful surrounding countryside, 3 function rooms, extensive leisure & spa facilities and a championship parkland golf course.

Position Summary

The Spa Receptionist is a key member, front facing member of the team and is responsible for ensuring our customers and members are consistently treated to an impeccable customer service experience.

Reporting to the Spa Manager and Senior Spa Therapist you will be required to:

- 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.

Working within a spa environment is essential. You will need to be able to work on your own initiative. Working on a rota basis to suit business needs, including evenings, weekends, and bank holidays. The ideal candidate will be hardworking and quick to learn, with a high attention to detail.

Level 1 and 2 in Beauty therapy is preferred but not essential.

Bryn Meadows is an equal opportunities employer. Unfortunately we are unable to sponsor candidates from outside the EU. Non EU candidates need not apply. National minimum wage applies. Please forward your CV to fusion@brynmeadows.co.uk