
Spa Receptionist

Job Responsibilities

- Provide a friendly and hospitable welcome to guests.
- Ensure spa facilities, operations and service delivery are of the highest standard at all times.
- Offer assistance and consultation on Spa enquiries according to Hotel and Forbes standards.
- Answer telephone call in a professional, courteous and polite manner in accordance with Hotel and Forbes standards when providing information, answering enquiry, confirming Spa reservation.
- Coordinate guests' consultation records with the spa therapists to ensure punctuality of service.
- Handle all guest requests in a timely, professional and efficient manner.
- Familiarize with the spa packages, facilities and equipment and note preferences of guests.
- Accept and accurately records all guest bookings. Ensure that bookings are given equally to therapists.
- Ensure that all cashiering functions are carried out in accordance with Spa and Hotel accounting procedures.
- Accepts responsibility for, and to show initiative in decision making when handling minor guest objections, in order to enhance guest satisfaction.
- Conduct inspections of the Spa areas as directed.
- Ensure accuracy of administrative duties such as daily spa summary revenue form, cash float, general report, daily revenue report, flash report etc.
- Maximize Spa slots, rooms and therapists' productivity. Up-selling of Spa packages and Rewards program, and availability of slots.
- Maximize and Increase Spa capture rate.
- Solve minor guest complaints and raise customers' satisfaction as per empowerment program at their own level, and refer to superiors for assistance, for more complicated situations.

Job Requirements

- Minimum 2 years prior experience in a front-line customer service position, preferably in the hospitality or related industry
- Possess excellent customer service and communication skills
- Able to operate basic computer applications and handle incoming calls / enquiries
- Applicants should project a professional, healthy and well-groomed appearance

To apply for the above positions, please send your full resume to careers@fullertonhotels.com