

## Spa Receptionist

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Company: Anantara

Location: Dubai

Category: healthcare-practitioners-and-technical

### Job Description

#### Job Responsibilities

1. To answer all incoming phone calls in a professional and friendly manner.
2. To answer all guest questions regarding spa offerings, appointment availability, length and cost of treatments.
3. To effectively suggest alternatives to guests if their first requests can not be met.
4. To schedule appointments in such a way that staff is available to handle all bookings, or work with other Spas to have staff sent in for assistance.
5. To politely confirm time of appointment and cancellation policy to all guest before ending phone conversations.
6. To interact with guests, including but not limited to :  
Dealing with guest complaints.  
Conducting spa tours.  
Assisting with spa promotions.  
Conducting travel agents site inspections.
7. To assists in the ongoing practice of dialogues in English, regarding spa treatments and dialogues during treatments.
8. To be well informed and educated in all aspects of Spa facilities, policies and procedures.
9. To Supervise completion of tasks regarding all daily check lists and delegated tasks as

necessary to staff to ensure completion in a timely manner.

10. To insure complete preparation of weekly requests of par stocks and supplies.

11. To assist in the preparation of reports, including :

Staff attendant: sick leave holidays, unpaid time off, etc.

Guest complaints, incident reports regarding staff or guest.

Monthly summary of treatments and guest information.

Daily sales of services and retail.

12. To have a complete understanding of and adhere to the company's policy and procedures

13. To have a complete understanding of and adhere to the company's policy related to fire, hygiene, health and safety

14. To report for duty punctually and wear the correct uniform with the name badge at all times

15. To carry out the other duties as assigned by the management team

16. To establish good relationship and rapport with guests and colleagues

17. To ensure the cleanliness and hygiene in work areas

### **Qualifications**

Minimum 2 years experience in hospitality industry

Spa Therapist knowledge is advantage

Fluent in spoken Russian language

Self confident

Positive attitude toward leadership and team work

Well groomed

Good in interpersonal skill

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