



Job Description

Department – Front Office / SPA

Position – Front Desk Agent / Spa Attendant

Reports to Front Office Manager / Resort General Manager

General Description

The Front Desk Agent / Spa Attendant is responsible for providing friendly, sales oriented, welcoming, and efficient service to all guests, whether it be in person, over the telephone, electronically and ensuring adheres to SOFIEN Management Ltd mission statement.

The main purpose of the Front Desk Agent / Spa Attendant is to respond to guest's requests, reservations, upselling, assigning of accommodation and communication between departments at the resort and attend to the requirements of the SPA operation SPA guests and therapists. They are also part of the emergency plan at the resort.

Main tasks and responsibilities.

- To understand front of house duties including, meeting, greeting, and attending to the needs of the guests, to ensure a superb customer service experience.
- To build a good rapport with all guests and resolve complaints / issues quickly to maintain high quality customer service.
- To deal with guest requests to ensure a comfortable and pleasant stay.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- To assist the team with accurate and efficient accounts and guest billing processes.
- To assist in keeping the work environment neat, clean and organized always. COVID-19 protocols
- To undertake general office duties, including correspondence, emails, filing and handling telephone calls and duties as assigned by other front desk team members.
- Familiar with property facilities, villas and website and placed of interest.
- To be aware of and assist as required to complete opening / daily and closing duties.
- Knows the credit policy/ cancellation policy / guarantees / advanced deposits/ and rate codes including black out dates, track future arrivals and availability.
- Help develop revenue opportunities.
- Complete preopening set up of the SPA and SPA Garden
- Assist with pre-SPA and post SPA booking including merchandise and selling of services and SPA Garden and maintaining the SPA on a daily basis.
- Acknowledgement of owners, VIP, special attention guests.
- To keep up to date on promotions, rates, availability and provide accurate information to guests.



- Maintain the cleanliness and sanitation guidelines / protocols / recording, implemented in the operation related to COVID-19 / health and safety programs implemented at the resort
- Assist with setting up lockers, treatment rooms, removing and replacing linens, glassware throughout the day, removing linens and delivering items to laundry for processing and returning to SPA operation once processed.
- Assist with villa deliveries (pet deliveries, gifts, guest request items)
- Always maintain confidentiality and adhere to Standard Operating Procedures and Policies and government guidelines.
- To report and maintenance, breakage, cleanliness issues to the relevant departments.
- Report any owner issues to the resort general manager / SOFIEN Management.
- To undertake all training as required, (e.g. orientation, product knowledge, health and safety, reservation programs, customer service).
- To adhere to all fire, life and safety program and involved in the fire, life and safety programs at the resort.
- To undertake any duties, assignments as and when required.

Skills and Experience Required.

- A friendly and warm approach.
- High standard of dress and presentation.
- Ability to remain calm during difficult situations or in a very busy work environment.
- Ability to multitask.
- The ability to work unsupervised.
- Excellent interpersonal skills, including a pleasant telephone manner.
- Excellent administration skills and the ability to conduct transactions, email correspondence and booking systems.
- Sales, upselling skills.
- Teamwork skills.
- Previous experience with reservations systems.
- Skills and Experience (Desirable).
- Previous customer service experience.
- Previous experience in hospitality.
- Previous experience in sales / reservations /Spa operations.
- Cash handling / transactions.
- Previous experience in Health & Safety including emergency situations.
- Completion of BESAFE on-line training module



Competencies

- Strong guest focus – exceptional customer service skills, maintains professionalism with members and peers
- Leadership skills, motivational, positive, excellent communication skills, “lead by example”
- Maintains confidentiality with matters relating to employees/ guests/ suppliers
- Strong interpersonal skills – approachable and creates a positive environment
- Ability to work independently and in a team environment & to be standing for long periods
- Drive on site electric vehicles if required
- Self driven – strong work ethic and takes pride in their work
- Organized and detail oriented – strives for high quality in their work
- Punctual and reliable – can always be counted on
- Team focused – collaborates and communicates with peers positively
- Ability to assist in other departments as required /assigned

COVID-19 precaution(s):

- Personal protective equipment provided
- Social distancing guidelines in place
- Access to work areas restricted
- Sanitizing, disinfecting, or cleaning procedures in place