Saudi Arabia Jobs Expertini®

Spa Receptionist (Local Female only)

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Company: Mandarin Oriental Hotel

Location: Riyadh

Category: other-general

Spa Receptionist (Local Female only)

Apply now **PositionS**pa Receptionist (Local Female only) (Full time #533549)

Property / Office: Al Faisaliah Hotel, Riyadh

LocationRiyadh, Saudi Arabia

Responsibilities:

Attend the hotel morning meeting, highlighting VIP guest arrivals and contacting key guests to promote the spa services and facilities.

To organize and relay all duties relating to guest arrivals, with a focus on frequent day and hotel guests, VIPs, and journalists in the spa morning and afternoon line-up meetings.

Liaise with reservations on future hotel bookings and contact key guests to promote the spa services and facilities.

Organize and provide housekeeping with spa welcome appointment letters for guest arrivals the following day.

To implement and monitor a data collection system in spa operations for birthdays, anniversaries and special occasions

To implement and monitor a guest feedback system for spa guest departures.

To organize and carry out all duties relating to any special arrangements for spa guests

To monitor and follow-up guest complaint return visits in order to achieve maximum guest

satisfaction and provide feedback to the Spa Manager

To work in liaison with the spa manager on monthly GSS results

To entertain guests and VIPs, building relationships with them whilst encouraging repeat custom

To assist the spa reception with check-in and check-outs, aiding in the efficient flow of service

To update the spa database on guests' history profiles and guest preferences, providing accurate information at all times

To promote the spa and hotel facilities to all guests and visitors

To ensure that the uniform provided is kept clean, presentable and in good condition, ensuring personal appearance and hygiene standards are an example for the team and demonstrate a professional image for our guests

Requirements:

0–2 years of experience.

Good in English (Writing and speaking)

Saudi Female for a (Female SPA)

Advertised10 Mar 2024 Arab Standard Time

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