THE ORIGINAL
CHAMPNEYS
HEALTH SPA

JOB DESCRIPTION

WELLBEING AND FITNESS RECEPTIONIST

REPORTS TO: **ASSISTANT FITNESS AND WELLBEING MANAGER / FITNESS AND WELLBEING MANAGER**

Champneys is a destination health spa chain with resorts and day spas located in the English counties of Bedfordshire, Hertfordshire, Leicestershire, Hampshire and Kent.

The Wellbeing and Fitness Receptionist is responsible for providing guests with advice on classes and services. They are required to book and amend service / schedules once the guest has arrived, ensuring a high standard of customer service is offered at all times.

DUTIES AND RESPONSIBILITIES

1. Take responsibility for the day to day running of the Wellbeing and Fitness Reception as per department standards and procedures, ensuring all enquires about club membership and wellbeing and fitness classes/ services are answered promptly and professionally.
2. Assist in the scheduling of staff and services.
3. Ensure a high standard of customer care at all times.
4. Greet all guests and members professionally.
5. Enforce all company health and safety regulations, to include carrying out pool checks, and making sure all club members sign in and out and produce their up to date membership cards on arrival.
6. Take responsibility for pre bookings and bookings of all Wellbeing and Fitness services and classes offered and ensure that the billing of guest services is carried out correctly and in a timely manner.
7. Ensure full knowledge of residential, day packages and services.
8. Keep up to date on promotional offers and sell services to guests as per targets set, supporting the department in achieving sales targets.
9. Maintain cleanliness and a high standard of presentation of the Wellbeing desk/reception area.

10. Undertake administration tasks set by the Fitness Management as required and ensure effective communication is maintained within the Fitness and Wellbeing Team.
11. Have a good working knowledge of computer systems including Resort Suite (with training), Excel and Microsoft Office, ensuring all details regarding guests and members are entered correctly.
12. Any other duties as may be required by from time to time.

PERSON SPECIFICATION

Qualifications

- A good overall standard of general education.

Experience

- Previous experience providing high quality customer service in a similar face to face role, ideally in a hotel or leisure environment.

Skills

- Ability to use all Microsoft packages to a good standard.
- Understanding and working knowledge of Resort Suite (training will be provided)
- Demonstrable customer service skills and the desire to go the extra mile to ensure guests have a memorable, high quality experience.
- An excellent team worker who is reliable and demonstrates good timekeeping.
- Excellent communication skills to ensure effective working relationships within and across departments.
- Excellent communication skills as well as an excellent command of the English language.

Knowledge and Understanding

- Knowledge and background of the fitness and leisure industry.

Other requirements

- A polite, friendly, welcoming and helpful nature.
- Exceptionally well groomed and presented and dress in full company uniform at all times.
- The ability to work with discretion and in confidence, respecting guest privacy.

BENEFITS

We offer industry competitive salaries and an attractive benefits package, which includes:

- Contracted 28 days / shifts annual holiday including bank holidays, which increases with service.
- Generous staff discount in the Champneys boutique and retail offer.
- Employee and family member discount for mid-week residential breaks at Champneys resorts.
- Complimentary staff spa facility day on successful completion of probationary period.
- Subsidised meals whilst on duty.
- Discounted Champneys Club Membership.
- Childcare voucher scheme.
- Participation in Wider Wallet shopping discount scheme.
- Option to join private healthcare scheme.
- Training and development opportunities.

Some restrictions or variations may apply depending on resort, role and length of service. Our benefits package is subject to review from time to time.