



# SPA RECEPTIONIST

## The Role

We are seeking a professional and welcoming Spa Receptionist to join our Spa team.

The Spa Receptionist plays an essential role in the daily operation of the Spa, acting as the first point of contact for guests and ensuring a smooth, professional and relaxing experience from arrival to departure. You will manage bookings, assist guests with enquiries, promote treatments and retail products, and support the Spa team in delivering a high-quality guest experience consistent with the standards of a 4-star hotel.

## Key Requirements

- Manage spa bookings, appointments and guest records using the spa booking system.
- Provide a warm and professional welcome to all spa guests and members.
- Promote spa treatments, packages, retail products and current promotions.
- Handle guest enquiries and resolve issues promptly and professionally.
- Process payments and follow company banking and cash handling procedures.
- Maintain high standards of cleanliness and organisation within reception and guest areas.
- Monitor stock levels and report shortages to management.
- Conduct pool testing (training provided).
- Support the Spa Manager and therapists with general spa operations when required.

## About You

- Minimum 1 year experience in a reception, customer service, hotel or spa environment.
- Excellent communication and customer service skills.
- Well organised with the ability to manage multiple requests and bookings.
- Commercially aware with the ability to promote services and retail products.
- Positive attitude with strong attention to detail.
- Able to work independently and as part of a team.
- Comfortable using booking and payment systems.
- Computer literate and confident using booking and scheduling systems.
- Flexible to work weekends and variable hours as required by the business.
- High attention to detail and quality standards.
- Knowledge of Elemis products is desirable but not essential.
- Must be eligible to work in the Isle of Man.

**The role is full-time, 40 hours per week. Including evening shifts, weekend work and bank holidays as required.**



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## Why Join Us?

- Competitive salary and benefits package.
- Staff benefits, including hotel discounts, duty meals, uniform, service charge participation, birthday voucher, employee recognition schemes, and free onsite parking.
- A supportive, professional, and friendly working environment.
- Opportunities for training and career development within the resort.
- The chance to work in a stunning resort location as part of a growing and ambitious organisation.

## Salary

We offer a competitive salary and benefits package, fully reflective of qualifications and experience.

## How to apply

If you feel you have the skills and experience we are looking for, please send your CV and cover letter to [HR@comishotel.com](mailto:HR@comishotel.com).

## **STRICTLY NO AGENCIES**

Recruitment agencies: Please do not send unsolicited CVs to our HR team or to any of our employees. The company accepts no responsibility for fees associated with unsolicited applications.