

CACAPON STATE PARK TEMPORARY EMPLOYMENT OPPORTUNITY

SPA FRONT DESK ATTENDANT

Under supervision of the Spa Manager and Assistant Spa Manager, Front Desk Attendant is assigned to Cacapon Resort State Park Spa and may travel to Berkeley Springs State Park upon request.

Front Desk attendant will perform assignments requiring the interpretation and application of office policies and practices to specific work situations. Duties may include but are not limited to answering the telephone; greeting the public; making spa reservations; receiving and referring visitor comments; dispenses information regarding services and procedures of the facility and managing agency; processing fees for payments; computing and receiving payments for facility use. Attendant will assist guests for services; stock supplies; Maintains a clean, orderly workplace, preforms related duties as required. General cleaning of spa area; Possess a knowledge of office methods and procedures, knowledge of business English, spelling and arithmetic, ability to maintain effective working relationships with other employees and the public, ability to learn quickly and to understand and follow oral and written instructions.

- Primarily responsibility for overall guest reservations/relations front desk duties.
- Answering phones, checking voicemail/e-mail & responding accordingly, greeting guests to our standards.
- Scheduling appointments, facilitating phone calls to guests.
- Checking in/out guests, re-booking guests, up-selling products, and services, ensuring each guest is satisfied with services etc.
- Provides guests with hospitality services, ensuring updated knowledge of local and tourist activities, places to visit, shopping, etc...., makes appropriate and knowledgeable suggestions for guests for local area activities and events (arts, entertainment, food, etc....)
- Knowledgeable of lodge/park facilities and services to answer guest inquiries.
- Effectively and professionally addresses guests' complaints, tactfully and courteously handling and resolving concerns, ensuring quick resolution and guest satisfaction; documenting and bringing them to the attention of the Supervisor, involving the Supervisor as appropriate.
- Maintains professional working relationships with co-workers, vendors and the general public.
- Maintain the cleanliness, presentation and organization of the reception area at all times. Conducts routine inspections of spa and common area for cleanliness and exceptional appearance.
- Assist in monitoring the inventory of spa/front desk supplies and submitting purchasing requisitions when needed.
- Working with all management, ensures overall safety of guests, employees and general public.
- Demonstrate computer skills, preferably working with Microsoft products, Spa Software programs, ability to successfully navigate and maintain current knowledge and skills working with technology.
- Demonstrate professional demeanor and excellent oral and written communication skills.
- Ability to maintain confidentiality and use discretion in dealing with sensitive information, exercising considerable discretion and good judgment.

- Maintain a sound treatment and retail knowledge with the ability to accurately describe benefits and prices.
- Actively recommend products and provide further consultation to guests to ensure that sales are completed on product recommendations made by the service provider.
- Encourage guests to return by recommending an ongoing treatment program, inviting guests to rebook.
- Responsible for all billing procedures at the reception desk and the correct reconciliation of funds at the close of each shift and at the end of the day's work.
- Organize scheduling of appointments to maximize use of time and profitability while ensuring that the guests needs are of first importance.
- Maintain complete knowledge of all front desk procedures, services, pricing, spa policies, service procedures, packages, promotions, and assist in scheduling in-house activities such as professional education classes and open-house events.
- Work closely with department managers and supervisors to assist them in the success of their departmental goals.
- Work with salon management to create marketing programs designed to attract more guests.
- Ensure that all complaints are reported to management & resolved in a timely manner.
- Anticipate any foreseeable guest needs and act accordingly.
- Ability to multi-task with precision in a fast-paced, high-pressure environment.
- Assist in training of new employees.
- Uniform required.
- Perform other duties and responsibilities as assigned.

Must have scheduling flexibility. Weekdays, Weekends, and Holidays required.

Hourly pay rate: \$10.00 per Hour