

**JOB VACANCY**  
**SPA ATTENDANT**  
**PERMANENT FULL TIME OR PART TIME**

We are looking for an individual who is passionate about delivering outstanding service to join our friendly and professional team. You will be punctual and flexible in order to meet the needs of the business and be a key team member.

**Spa Attendant**

- Meeting and greeting hotel guests, members and day guests
- Provide exceptional customer service liaising with the customers as front of house contact in the spa.
  - Maintain pool tests
  - Handle telephone calls, enquiries and spa reservations
  - Manage and produce billing, in-house reports, signage.
- The Main point of contact for guests in the Spa.
- To maintain a high degree of guest care at all times from the first point of contact until departure in the spa.
- To provide effective communication links between Reception and all other departments ensuring guests, colleagues and Managers are contacted when required.
  - To be responsible for all monies handled and monitored during your shifts.
    - To maintain a high standard of cleanliness in the Spa department.
    - To report for duty punctually as per rota. Smart appearance
  - To carry out any reasonable duty as requested by the Spa Manager.
  - To attend any training courses/sessions including use of spa booking software.
- To wear correct uniform attire provided and sensible footwear which cover toes and back of heels.
- To be aware of and comply with Health & Safety at Work Act 1974 and the Hotel Fire Procedures and to adhere to these procedures in the event of a fire or fire evacuation.



The Rock Spa features 4 treatment rooms, indoor pool, sauna, steam room, whirlpool, cardiovascular gym



**To apply contact Judy Baird-Murray, Spa Manager,**  
**with cover letter and CV to [info@therockspa.co.uk](mailto:info@therockspa.co.uk)**  
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