

## **JOB DESCRIPTION**

**Position:** HOTEL SPA ASSISTANT

**Location:** Within the overseas programme, as stated in your covering letter

**Reports to:** Hotel Line Manager

As Hotel Spa Assistant you will provide a welcoming atmosphere for the guests, ensure that the high standards that the company expects are maintained.

Your responsibilities and duties:

### **Pre-season**

- Attend the pre-season training course.
- Assist with the cleaning, presentation and preparation of all areas of the Hotel.
- Assist with the production of detailed inventories of all areas of the hotel including guest rooms
- Help to compile information about your resort and create the hotel notice boards and information files.

### **During the Season**

#### Guest Relations

- Provide and maintain, as part of the hotel team a first class service to all guests.
- Welcome the guests into the hotel on arrival and show them to their allocated rooms and help them with their luggage.
- Provide the guests with information about the hotel and resort and be present at the welcome meeting.
- Ensure that guest expectations are met and exceeded and a positive and friendly atmosphere is promoted.
- Deal with any guest problems that may arise promptly and effectively
- Achieve a friendly professional rapport with guests.
- Promote and assist in any Snow Sensations events.

#### Breakfast and Evening Meals

- Assist with the set-up of each meal service and ensure that the restaurant area is laid correctly.
- Serve tea or coffee and ensure that the breakfast buffet is replenished when needed.
- Set out afternoon tea, cake and refreshments for the guests on their return.
- Take food orders for breakfast and evening meals.
- Serve canapés and apéritifs to the guest before dinner and tea/coffee after the meal.
- Serve a three course evening meal, making sure that the wine and water is replenished.
- After every meal, clear the tables and clean the restaurant area in preparation for the next service
- Welcome guests into each meal service and help create a relaxed environment
- Adhere to correct food Hygiene legislation and Health and Safety Practices at all times.

#### Daily and Weekly Housekeeping

- Maintain a high standard of cleanliness daily throughout all areas of the hotel including guest rooms, bathrooms and all public areas.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Prepare laundry for collection and receive new deliveries, mid week and on 'change over' day.
- Ensure that all Back of House and storage areas are maintained and kept clean.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that all rooms and communal areas are immaculate.
- Ensure that all entrances, fire exits and pathways are kept clear and safe from snow and ice
- Report any maintenance problems to your line Manager.
- Assist with the distribution of any deliveries if required.
- Assist with weekly cleaning stock takes and ensure that stock is rotated in the storage areas.
- Assist on reception if required.
- Ensure the Spa area is maintained in a clean, hygienic and safe manner.
- Adhere to all Health and Safety practices including COSHH legislation.

### Snow Club Lunch and High Tea

- Set up and assist in serving lunch to the children in the restaurant on a rota basis. (Esprit)
- Setting up for High Tea and assist in serving High Tea to the children in the hotel daily.

### Health and Safety

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the hotel Spa and make sure these measures are put in place to minimise any risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Spa, Hygiene and Fire Checks.

### Resort Administration

- Assist in the completion of weekly cleaning orders.
- Assist in the completion of the weekly hotel report.
- Ensure that the hotel notice boards and information files are kept up to date.

### Flexibility

- Assist with any other duties as requested by your Hotel Manager Line Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski Lessons. (Esprit)
- Attend weekly staff meetings.

### **Post-Season**

- Assist in the cleaning and closing down of the Hotel and staff accommodation.
- Ensure that all company property is correctly packaged and stored.