

# Turkey Jobs Expertini®

## Seasonal Spa Receptionist

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Company: Four Seasons Hotels and Resorts

Location: Turkey

Category: other-general

### **About Four Seasons:**

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

### **About the location:**

A timeless palace between the continents. Proudly standing on the shores of the scenic Bosphorus – the storied strait that links Europe and Asia – our lovingly restored, 19th-century Ottoman palace brings together Istanbul's ancient architecture, warm Turkish hospitality and contemporary accommodations. Relax in one of our traditional hammams, spend an afternoon lounging around our outdoor pool, and savour Anatolian delicacies as you admire the soaring minarets and towers of the city's inimitable waterfront skyline. We'll show you a seldom-seen side of Istanbul during your stay with us.

Please note - this is a local position, only candidates with existing work permit in Turkey (either Turkish Nationals or Turkish ID holders will be considered).

Four Seasons Hotels Istanbul is seeking a Seasonal Spa Receptionist. Don't miss this unique opportunity to be part of our award-winning team, while excelling your career with the world's leading luxury hotel company!

### **Join our Team!**

Seasonal Spa Receptionist is performing all face to face, phone and e-mail reception duties. Handles opening and closing accounting daily. Ensures ultimate guest experience through guidance inside the Spa and Health Club areas.

### **Ideal Candidate**

#### **Key Knowledge**

Good command of written and spoken English

Superior communication skills

Superior organization skills

An understanding of the Spa & Health Club environment

#### **Key Functions**

Is very warm and welcoming when assisting guests; smiles and maintains eye contact Keeps the work area neat, clean and quiet at all times

Neatly wears prescribed uniform; demonstrates proper personal hygiene and grooming

Follows proper payroll procedures and adheres to SOPs and Attendance policies

Is flexible with schedule when business demands change

Modifies behavior when performance feedback is provided

Communicates in a clear manner; is easily understood; listens attentively; does not interrupt others

Responds properly in any hotel emergency or safety situation

Utilizes log book, spa software and any scheduling chart and communicates relevant information to the staff

Actively works with peers, subordinates, and supervisor to build relationships based on trust and acceptance

Performs other tasks or projects as assigned by hotel management and staff; respects

authority

Reports maintenance deficiencies, member concerns, guest comments, glitches, etc. to

assistant spa manager

Knows amenities, equipment, products, treatments, packages, special current promotions of spa and health club including benefits, indications & contraindications

Understands all safety procedures specific to usage of spa and health club equipment and products

Applies the qualities of discretion and maintains strict confidentiality at all times

Ensures handover completed in the guest journey as per outlined standard, follows up on treatment experience, expectations and satisfaction and acts on any discrepancies.

Provides a service that is responsible, spontaneous, personal and genuine Verifies that attendant staff is present and performing opening duties Organizes and schedules all guest bookings

Utilizes the trace file, cashier sheets and handle the daily accounting

Operates the Spa software system for spa reservations and all other Spa software functions or the ability to manage the manual spa booking system without mistakes

Operates the computer, copier, fax and credit card machines, processes outgoing mail and produces all Spa reports as required by management

Process all charges, sets up and handles gift certificates

Orders and stocks office supplies for the desk Uses guests name appropriately in all situations

Copies and distributes materials Asks guests pertinent questions, to determine their needs and preferences

Up sells treatments and services without seeming "hard sell"

Ensures all decoration always looks fresh and to Standards within the Spa reception area

Is calm and patient when dealing with guests at all times

Handles guest complaints and to notifies spa management

Provides assistance to guests with the retail merchandise and Meets/Exceeds retail and spa treatment targets

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### **About Four Seasons Hotels Istanbul**

A thriving metropolis that connects continents, cultures and religions, Istanbul captivates all who visit. Within this cradle of civilization, Four Seasons provides an oasis of quality and beauty in two unsurpassed locations. Four Seasons Hotel Istanbul at the Bosphorus shines with a modern, almost resort-like experience that welcomes guests with luxurious sophistication. Like staying in a friend's home, Four Seasons Hotel Istanbul at Sultanahmet greets guests with a warm embrace, and ushers them to a front row seat to culture, peeling back layers of history as they discover more about the world.

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### **Sky's the Limit**

Four Seasons Hotels and Resorts have been ranked FORTUNE magazine's '100 Best Companies to Work For' every year since 1998... Come and find out why! With over 120 hotels and resorts, and more than 50 residential properties in major city centers and resort destinations in 47 countries, and with more than 50 projects under planning or development. Four Seasons is dedicated to perfecting the travel experience through continual innovation and the highest standards of hospitality. The deeply instilled Four

Seasons culture is personified by its employees – people who share a single focus and are inspired to offer great service.

### **What to Expect**

Competitive Salary & Wages

Private Health Insurance

Excellent Learning and Development opportunities

Complimentary Accommodation at other Four Seasons Hotels and Resorts

Complimentary Dry Cleaning for Business Attire

Complimentary Employee Meals

Discounted Indoor Parking Privileges

... and so much more!

Learn more about what it is like to work at Four Seasons, visit us:

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