

## Spa Attendant

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Company: Accor

Location: Beşiktaş

Category: other-general

### Şirket Tanımı

The Spa Attendant maintain cleanliness & report deficiencies & maintain all inventory and supplies & assist all spa department in the operation.

The Spa Attendant ensures the guests experience is up to the standards of the brand by dealing with them directly and addressing the details behind the scenes to go above and beyond their expectations. Their objectives include assisting guests with spa related information, giving them personal attention, anticipating their needs and being an escort to the appropriate facilities.

Tour prospective spa Guests.

Assist in the operations of the reception, treatment areas and whenever possible for spa guests and colleagues

Confirm with guests on scheduled appointments at check-in, pre-assign lockers accordingly and maintain guest history files.

Assist with linen Inventory.

Greet all arriving and departing guests by name, inquire about their level of satisfaction of the services, and maintain positive relations at all times.

Report any maintenance requirements of the recreation areas.

Recognise arrivals of all VIP guests arriving in both the spa and hotel

Ensure guest / member preferences and special requests are accommodated to the best of the property's abilities.

Maintain the provision of amenities and towels, this includes stocking fresh ones and collecting used ones and delivering them to the needful delivery points.

Clean and disinfect all areas of the spa including showers, bathrooms, reception, wet and thermal areas, guest lounges, staff rooms and prep area and also within the treatment rooms when asked to support. This role may also cover the fitness area and in some cases ask to support the pool / thermal areas when operations are busy.

Retrieve and deliver linen daily to the main laundry and count to ensure no linen is missing.

Ensure all lockers are stocked to standard with appropriate supplies

Follow up all list & documents that must be updated daily.

### İş Tanımı

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