



Spa Receptionist / Assistant

Position Description

Reports to	Spa Manager
Direct Reports	No direct reports
Stakeholders	Spa Manager, Assistant Spa Manager, In-Spa Trainer, Clients

endota's Core Values and Culture

As a world-leader in wellness, it is vital to us that our values form the guiding principles of our conduct. endota believes that the way we behave and how we treat our teams should not be any different to how we serve our clients – with respect, care, and empathy. We strive to be a brand that is instantly recognised for our core values:



Purpose of Role

The Receptionist role supports the overall operations of the front of house in line with company policies and procedures, in the absence of the Spa Manager, Assistant Spa Manager or as directed by the Leadership team.

Core functions of the role include but are not limited to:

- Managing treatment bookings and enquiries
- Checking customers in and out of spa
- Processing client payments
- Retail and Gift Voucher sales
- Client re-bookings
- EOD Financial Procedures
- Visual Merchandising
- Monitoring of therapist targets
- Maintain spa presentation standards, cleanliness and manage laundry as needed.

The role may also include additional duties including stock management, reporting, banking, and other administrative duties.

Performance

Capability Framework

Operational Expertise	• Plans and arranges work so that priority activities are completed first. • Sets goals and measurements consistent with required objectives and adapts plans to changing environment. • Effectively balances multiple and sometimes conflicting demands. • Makes efficient use of time and resources. • Adheres to Health & Safety requirements.
Customer/Stakeholder Orientation	• Has a passion for pleasing the Customer (both internal & external). • Takes the time to understand customer needs. • Presents a positive customer experience. • Builds strong working relationships with stakeholders based on trust.
Collaboration & Communication	• Interpersonal style enhances effectiveness. • Demonstrates a willingness to interact with other employees to create a harmonious teamwork-oriented work environment. • Aids the progress of team projects and empowers others to achieve results. • Makes points in a clear, logical, and effective manner to hold attention and focus on key ideas. • Adjusts and structures communication in line with the knowledge and viewpoint of the audience. • Initiates two-way channels of communication and uses effective listening skills.

Technical Knowledge	• Possesses in-depth understanding as a result of experience and/or education. • Uses key skills to do the job at a high level of accomplishment. • Keeps abreast of changes within own area of expertise. • Uses skill & knowledge to support business strategies.
Financial Acumen	• Measures cost effectiveness and finds best ways to reduce and manage costs. • Manages expenses against the forecasted budget. • Manages expenses in line with company policies. • Looks for value-add opportunities when considering expenditure.

Key Responsibilities

Responsibility	Key Tasks/Outcomes
Customer Service	• Managing treatment bookings and enquiries • Checking customers in and out of spa • Processing client payments • Retail and Gift Voucher sales • Client re-bookings • Visual Merchandising
Operations	• Support the end-to-end management of all daily spa operations as directed by and in the absence of the Spa Manager or Assistant Spa Manager. • Ensure all duties are carried out in line with endota company values, confidentiality requirements and endota policies & procedures.
Financial	• Monitor and report to individual therapists their progress on KPI performance. • Set and reset (if required) daily targets as agreed with the Spa Manager. • EOD Financial Procedures
KPI's	• Ensure re-bookings, retail opportunities and other KPI's are maximized in line with personal and spa targets. • Monitoring of therapist targets.
General	• The role may also include additional duties including stock management, reporting, banking, and other administrative duties.
Safety, Health & Wellbeing Ensure compliance and promotion of all occupational health and safety policies and procedures to ensure the safety, health and wellbeing of employees and visitors.	• Demonstrates and drives safe behaviours by giving clear direction, setting, and enforcing standards and delivering a consistent message. • Implement and follow safe systems of work and ensure team members do the same. • Promote care for the safety and health of self and team members.

Brand Ambassador Reflect behaviours and present self with professionalism and in line with endota values.	• Build trust, credibility, and brand identity in the marketplace and with all endota stakeholders. • Be responsible and accountable for understanding all policies, procedures and systems required as part of our role and keeping abreast of process updates.
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Key Selection Criteria – Skills, Experience & Personal Attributes

- Studies in Beauty Therapies advantageous.
- Beauty background highly desirable.
- Knowledge and/or prior experience of spa operations.
- Previous reception experience.
- Customer service skills – ability to deliver on client care to a high standard and upgrade clients to appropriate treatments.
- Customer Service skills – ability to manage and resolve customer issues with empathy and professionalism.
- Proven ability to drive retail sales.
- Strong written and verbal communication skills with the ability to communicate at all levels.
- Ability to multi-task and manage competing priorities calmly at front of house.
- Proficient IT skills (Microsoft Word, Outlook, and Excel) and previous experience using a computerised booking system (ideally Zenoti).
- Flexibility to adapt in an ever-changing environment; ability to collaborate with and motivate a team.

I confirm that I have read the information of this position description in full and acknowledge the duties and responsibilities outlined as part of my employment.

Team Member Name: _____ Signature: _____