



1. **JOB TITLE:** Spa Assistant  
**REPORTS TO:** Head Receptionist  
**WORKING HOURS:** As required, shift work (5 out of 7)  
**LOCATION:** Galgorm Resort & Spa  
**DATE:** Feb 2007

2. **JOB PURPOSE**

This role is a housekeeping position with a 'Spa' twist. You will form an integral position within the spa, ensuring the highest levels of organisation and cleanliness in every area of the spa at all times.

3. **KEY ACCOUNTABILITIES**

- To offer a high level of consistent, friendly and efficient care to all spa clients and visitors.
- To work with the spa team to understand the daily operations and ensure that required areas are prepared to facilitate a smooth and timely experience for all clients.
- To deal with or direct client queries in an enthusiastic and professional manner.
- To carry out front and back of house procedures as per the daily checklists.
- To ensure that front of house, all retail areas, the changing suites and juice bar are clean and well maintained and that exceptional hygiene standards are met. Advise the Head receptionist of any stock requirements.
- To ensure that clean linen is available at all times and soiled linen is removed to the laundry, and to assist in the laundry if required.
- To service and clean all areas with a particular eye for detail.
- Work within the guidelines of health and safety operatives to ensure all staff and guests are safe at all times.
- To comply with all company and statutory regulations and policies.
- To attend meetings and statutory training as required.
- To carry out any other reasonable duties consistent with the above as required.

4. **KEY EXPERIENCE/SKILLS**

- You will have the ability to think ahead, to time-manage your day and movements and be self-driven
- Ideally you will have 6 months experience working in a similar housekeeping environment however training will be provided.
- A keen interest in the Beauty, Fitness and Well-being industry. Possibly with the desire to train and move into one of these areas.
- The ability to demonstrate your initiative and have a compassionate, intuitive, caring and sensitive understanding of clients' needs.
- Strong interpersonal and communication skills.
- Warm, friendly and energetic with a great pride in your overall appearance.
- A flexible work approach.