

GALGORM

SPA & GOLF RESORT

Job Title: Spa Receptionist
Job Reference: SR 06/19

Salary: £8.90 per hour with a PayScale up to £10.20 per hour.

Full Time

About the Spa at Galgorm:

Our Spa is open to residents and Spa members and offers signature treatments and a unique spa experience including the world-renowned Thermal Village.

The Spa at Galgorm is the ultimate in relaxation and luxury wellness having won Global Luxury Spa Hotel of the Year 2018 at the World Luxury Hotel Awards. As a global winner of the Luxury Hotel Spa award, this places Galgorm Spa & Golf Resort firmly on the map as a world-class destination, beating competition from some of the world's most iconic spa Resorts.

Over the last few years, Galgorm received several high-profile global awards including:

- The Good Spa Guide – 5 Bubble Luxury Spa
- World Luxury Spa & Restaurant Awards – Best Luxury Countryside Spa (UK)
- World Spa & Wellness Awards 2018 – Resort Spa of the Year (Western Europe & Scandinavia)
- Good Spa Guide 2017 – Best Spa in Northern Ireland
- Gold Medal Awards 2018 – Ireland's Four-Star Resort

Products:

Exclusively designed for The Spa at Galgorm the menu of signature treatments offers an unparalleled Spa experience using natural luxury skin care from Aromatherapy Associates and SkinCeuticals.

About the role:

To maintain front of house systems and procedures, maximise sales and ensure high customer service standards are always maintained.

The main duties involve;

- To work within office guidelines to ensure that all client bookings are accurate.
- To deal with all client queries – by phone, post, online and face-to-face.
- To maintain a good knowledge of all the Resort's services in order to deal with daily client queries and bookings.
- To identify and maximise sales opportunities in all client queries/contact.
- To produce invoices, handle monies with accuracy and provide receipts as required.
- To carry out Front of House procedures as per the daily checklists.
- To carry out administrative duties as required.
- Work within the guidelines of health and safety operatives to ensure all staff and guests are safe at all times.

In return, you will be supported by a strong team who seek to continually improve and maximize the potential of staff by fostering a culture that encourages delegation, innovation, accountability and teamwork.

The Person:

Essential Criteria, applicants must have;

- A good administrative and customer service background with the ability to demonstrate skills in both.
- Confident IT skills to include word and excel.
- The desire to deliver outstanding customer service.
- Strong interpersonal and communication skills.
- Warm, friendly and energetic with a great pride in your overall appearance.
- A flexible work approach.
- Experience or an interest in the hospitality industry.

Desirable Criteria;

- 6 months experience working in a dynamic, fast paced environment as a receptionist.
- Have a keen interest in beauty, fitness or the well-being industry.
- Previous experience working in a spa environment

Hours of Work:

This position is full time and will be based on 5 days out of 7, including weekend work.

Additional benefits:

Working in an outstanding working environment, attractive pay scale, a stylish uniform, long service awards, free parking, great training, career opportunities and much more!

GALGORM SPA & GOLF RESORT ARE EQUAL OPPORTUNITY EMPLOYERS

We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

The closing date for applications will be **Tuesday 25th June 2019 at 12pm.** To apply please email your CV to HR@galgorm.com ref; SR 06/19

We have a range of different job opportunities. To find out more about us, do visit our careers website at www.galgorm.com/careers . In particular, do read our 'Life at Galgorm' section to learn more about some of our Managers and their journeys.