

Yarrow Hotel

**JOB DESCRIPTION**

**Post:** Salon and Spa Staff Member

**Responsible to:** General Manager

Our ambition is to become the world's best-managed hospitality company, delivering the best guest-centred experience in the industry. Our Radical Hosting service and clear training ethos underpins everything we do and gives us a unique position in the industry. We aim to lead not only in guest satisfaction, but also in employee engagement and believe in a ‘never worry alone’ culture and three simple words that define the way we work, passion, integrity & honour.

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| Each team member is expected to act as an Ambassador for the Yarrow Hotel delivering individualised and personalised services for business and leisure travellers. Your task is to provide a personal, confident, conversational, direct and affirming service to make guests feel refreshed and recharged and want to return. You will have complete knowledge of your hotel and local area to ensure that our guests get the most out of their stay.   |

**Responsible for:**

To be responsible for the treatments and supervision for the Salon/Spa area as specified to the hotel and department standards.

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**Main Duties and Responsibilities:**

1. To ensure a smooth registration of guests and file correctly.
2. To carry out treatments and hair appointments according to the prescribed standards
3. To provide accurate information of other hotel facilities to guests in a courteous manner, fulfil all reasonable guest’s requests or requirements; anticipates guests needs.
4. To ensure that the highest level of service is provided to all guests and clients of the hotel, when being dealt with by Spa personnel, to maximise guest satisfaction.
5. To execute all department procedures, as required, as laid down in each of the Standards of Performance/Quality Standards manuals to maximise efficiency.
6. To work closely with all the Operating departments to maximise service opportunities and thereby increase revenues. This includes attending meetings with other departments.
7. To ensure that all control procedures pertaining to the processing of revenue are adhered to at all times, and any discrepancies are reported to the Salon / Spa Supervisor immediately.
8. To be fully conversant with all legislation in respect of hotel sales, payment of services, registration of guests, data protection.
9. To maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture at all times.
10. To constantly check all Salon/Spa work areas to ensure cleanliness and tidiness. Reporting and following up any maintenance issues immediately by logging.
11. To recognise excellence based on hotel star ratings guidelines, through the hotel quality standards handbook.
12. To carry out any other duties commensurate with grade as may be reasonably requested by management.
13. To coach and develop students and professionals.
14. To support the College in ensuring the safeguarding of students within the hotel

**Yarrow Hotel**

**Spa Salon Team Member**

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|  | **EMPLOYEE SPECIFICATION** | **Application** | **Interview** |
| 1. | Level 2 qualifications in Literacy and Numeracy or equivalent | √ |  |
| 2. | Health & Safety qualification related to relevant area of work or equivalent | √ | √ |
| 3. | Relevant practical industrial experience | √ | √ |
| 4. | Highly guest- focused with a passion for great service and a drive for guest satisfaction | √ | √ |
| 5. | Ability to act on own initiative  | √ | √ |
| 6. | To contribute and work to the College team ethos | √ | √ |
| 7. | Good organisational skills in order to provide an effective and efficient service | √ | √ |
| 8. | Demonstrate commercial awareness within the context of their role | √ | √ |
| 9. | A flexible approach to work | √ | √ |
| 10. | Experience of working within a team in a similar role | √ | √ |
| 11. | Industry awareness eg relevant compliance within the industry / legal standards etc | √ | √ |

**Advice to candidates**

**This post is subject to an enhanced disclosure from the Disclosure and Barring Service.**

In completing your application please draw attention to the extent to which you meet each of the essential characteristics for the post as this will assist with the shortlisting process.

Failure to meet all of the essential criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. The Yarrow take pride in their Gold Investors in People Award and Continual Professional Development will be supported and encouraged.

**Whilst applicants may submit a CV in support of their application please note that the Yarrow application form itself must be completed in full.**

**Closing date:**