

# TEMPORARY SPA RECEPTIONIST

## THE SILO HOTEL | CAPE TOWN

### SCOPE & GENERAL PURPOSE

Responsible for the smooth running of the Spa's reception area by managing the daily reservations, emails, cash-up and therapist schedules. This position is a 6-month Temp position.

### MAIN DUTIES & RESPONSIBILITIES

- Recite, understand, apply and live the Purpose and Value statement.
- Report directly to Spa Management
- Scheduling of spa treatments
- Recommending the appropriate treatments
- Upselling treatments
- Assisting with retail sales
- Ensure that the standards of service excellence and guest satisfaction are maintained.
- Maintain a float
- Ensure accurate reporting of receipts daily
- Dealing with guest queries; telephonically, via email and in person
- Managing daily revenue reports
- Cash up
- Ensuring the reception area and retail displays are neat and fully stocked



THE ROYAL PORTFOLIO

At the Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose, we seek to employ exceptional individuals whose personalities reflect our Purpose & Values

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### PURPOSE & VALUES

To give our guests a complete experience and a perfect stay

#### GUESTS

To be welcoming, genuine and warm  
To provide value and superior, personalised service  
To create an environment of relaxation and enjoyment

#### STAFF

To have a culture of mutual respect, trust and integrity  
To recognise, reward and uplift  
To have passionate and expert staff

#### COMPANY

To be financially sustainable  
To uplift local communities  
To promote conservation and protect the environment

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### ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

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### REQUIREMENTS & QUALIFICATIONS

- Previous spa reception experience would be an advantage
- Excellent communication skills; written and verbal
- Excellent computer skills (MS office applications/Spa software/Opera)
- Flexible working hours
- Ability to work without supervision
- Team orientated
- Guest focused
- Ability to retail spa products
- Recognized spa qualification advantageous
- Well presented
- Friendly and welcoming personality

The ideal candidate for the spa therapist is one who can be dedicated, passionate and a team player. Someone who will live the Purpose and Values of the Company and buy into our culture.

[WWW.THEROYALPORTFOLIO.COM](http://WWW.THEROYALPORTFOLIO.COM)



It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

### CONNECT



To apply for this position please send your CV and a one page covering letter to:  
[careers@theroyalportfolio.com](mailto:careers@theroyalportfolio.com)