



The Library Hotel Collection is always seeking the most kind and gracious service professionals to join our team. If you have a passion for hospitality and love to help making people happy, we would be delighted to consider you for one of the open positions at the Aria Hotel Budapest, which was voted #1 Hotel in the World by TripAdvisor's Travelers' Choice Awards in 2017. We are now accepting applications for the following position:

Spa Agent

The new colleague has a primary responsibility for the successful operation and administration of the Spa department.

Job purpose:

A Spa Agent is responsible for all services offered in the spa and oversees the daily function of the whole facility. The Agent attends to all guest needs and handles sales of spa treatments and products.

Requirements:

A minimum of a high school diploma or equivalency is generally preferred. Excellent customer service skills, professionalism and strong interpersonal skills are also required. Prior customer service or office experience is preferred.

Key duties and responsibilities:

- Spa receptionists are responsible for answering the telephone, transferring calls
- Making reservations through e-mail, telephone and at the spa reception
- Greeting customers and assisting them with all queries
- Responsible for all cashiering activities and invoicing
- Managing and overseeing all spa areas (Spa, Fitness Center, Retail, Pool, Treatment rooms)
- Responsible for all spa guests' safety
- Giving tours of the spa facility, providing information about the spa and the treatments available
- Notifying staff members of any customer cancellations and modifications or the arrival of any unscheduled visitors
- Communicating with other departments to ensure the highest quality of service in case of any kind of requests

- Handling guest complaints with professionalism and high efficiency
- If any equipment is not working properly, report this to the maintenance department so that it can be repaired
- Follow all health & safety policies
- Implement, maintain and continue to improve departmental policies, procedures and service standards
- Attend all meetings and trainings assigned by the Head of the Spa Department

Skills and Specifications

- Good communication skills
- Good interpersonal skills
- Customer service skills
- Clean-cut, presentable appearance and well groomed
- Willing team player
- Very attentive and be able to think on his/her feet
- Extremely agile as the job demands speed and efficiency in its execution

Education and Qualifications

- Good command of English, second language is an asset
- Completed higher education is preferred
- Previous Spa or Hospitality experience is preferred

If you wish to apply to this position, please submit your CV via hr@ariahotelbudapest.com