

ROLE PROFILE

Oasis Receptionist	
Reporting to:	Oasis Manager or Duty Manager
<p>Role purpose:</p> <p>To give a warm welcome to guests and members, ensuring they know all informing them about the wide range of facilities, classes and spa treatments on offer.</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Handle guest and member queries face to face, over the phone and in writing • Answering phone calls professionally, re-directing calls to other departments, handle enquiries and taking messages • Maintain a professional appearance and approach to all customers and visitors at all times • Keep the reception and the surrounding areas clean and tidy, performing daily cleaning duties to a high standard • Upsell memberships and complete forms with the customer • Liaise with Owners and Holidaymakers, informing them of the wide range of activities and facilities on offer at The Oasis • Daily administrative duties including membership forms, daily check sheets, daily customer admission records and filing • Morning, midday and end of day banking • General admissions to the pools, gym and spa area • Provide a positive service experience with all of our guests • Cash handling for daily admissions, memberships, stock and activities • Maintain and upkeep the booking systems for activities 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Excellent written and spoken English • Strong interpersonal skills • Positive attitude • Able to work weekends and bank holidays • Good sense of humour • Be passionate about customer service delivery and exceeding our members and guests' experience • Be clean and presentable • Have an outgoing and friendly personality • Worked on reception, admin, or similar front of house role, ideally within the leisure industry • Have a very good level of IT skills 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Risk assessment Moving and Handling GDPR COSHH Banking IT systems</p>
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<p>Competent – three months</p> <ul style="list-style-type: none"> • Team member has good relationship with regular guests and members • Works well with colleagues • Good attendance and time keeping • Very good communication with guests and members • Shows flexibility when asked to help others • Very good level of administration with few errors • Shows confidence with banking, booking and IT systems • Takes ownership and handles complaints without need to refer to manager 	<p>Diversity and Inclusion S.E.T modules</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Deals well with confrontational guests • Helps new team members to learn role in a positive way • Is familiar with owners and members 	<p>Handling confrontation</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Suggests practical improvements to workings of department or service • Shows a willingness to assist colleagues and to learn new skills 	
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio H and S Audit</p>	