

POSITION DESCRIPTION

JOB TITLE: Desk Attendant (Part-Time)

DEPARTMENT: Spa, Fitness & Tennis

REPORTS TO: Spa Manager

ESSENTIAL PURPOSE: To provide customer service to hotel guests visiting the Spa, Fitness Center and Tennis Facility.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To be completely familiar with all departmental procedures, as specified.
- To follow all specified procedures to satisfactorily perform routine service and maintenance tasks, including opening and closing the Spa; scheduling spa services; maintaining locker rooms; distributing keys and robes; billing hotel guests; transferring relevant information to the next shift; and maintaining adequate levels of cash supplies, desk supplies, retail inventory, amenities, spa supplies and marketing material.
- To provide accurate information to guests and inquirers, regarding Fitness Center procedures, services, equipment, schedules, policies, and special functions.
- To assist, as directed, to support and advertise special events.
- To actively promote the sale of Spa merchandise.
- To arrange display windows, as requested and directed.
- To follow all specified procedures to correctly handle all cash, credit, and gift certificate transactions.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.

- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. Must have minimum one year experience in reception or retail service. Spa reception background preferred. Strong eighth grade level math skills. Must display knowledge of accepted business telephone etiquette.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Strong verbal communications skills. Pleasant phone manner. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors throughout shift, in temperature-controlled, clean, light and airy room with many windows. Makes scheduled trips to tennis courts to wheel out tennis ball machine.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Bends, stoops, and reaches to perform routine job tasks.

IMPACT OF DECISION: Decisions directly impact customer service and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to lack of attention to detail, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Part-Time and, upon completion of the Introductory Period, the employee is eligible for certain benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____