

Title: Guest Experience Attendant

Reports to: Supervisors and Customer Service Manager



Company

At Onsen, we don't just offer a service we create an unforgettable experience. Nestled in Queenstown's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together.

The Role

At Onsen Day Spa & Pools, we take pride in delivering an exceptional and seamless experience for our guests. As a Guest Experience Attendant, you will play a key role in maintaining the tranquil and luxurious ambiance of our Day Spa.

This role ensures our pool, relaxation areas and facilities are immaculately presented, creating a serene environment that enhances each guest's journey.

Duties and responsibilities

- Restore and cleaning pool rooms and changing areas to high standards after each use, including water and pool room interior.
- Ensure all client-accessible areas (toilets, corridors, waiting areas, outside areas, reception) are clean and well presented.
- Liaise with guests to answer queries.
- Engaging with guests in a warm and professional manner, upholding Onsen's high standards of service.
- Hosting guests to their pool room while providing general information about the facilities, operations and precise instructions about the nature of the guests' booking ensuring they feel welcomed.
- Perform opening procedures to ensure the facility is safe, well-presented, and fully prepared for guests' arrivals.
- Perform closing duties to secure the facility, maintain cleanliness and ensure all operational tasks are completed.
- Politely inform clients when their allotted time is ending and encourage timely departures.
- Politely engage with clients who wish to discuss their experience while avoiding excessive operational delays.
- Where guests behave unacceptably (eg. smoking in their pool, make too much noise, too many people in a pool) politely but firmly advise the clients of the relevant policy and the consequences if their behaviour continues. If behaviour persists, inform supervisor on duty.

- Remove and process laundry. Use the laundry facilities to wash, dry and redistribute robes, slippers, face cloths and cleaning towels. Constantly monitoring the laundry status to prevent unwashed laundry from accumulating.
- Replenishing guests' amenities, e.g. shower gel, hand towels.
- Prepare guests snacks packages in a timely manner, while adhering to all hygiene regulations.
- Maintain the cleanliness and organization of the Runners Station to uphold operational efficiency and presentation standards.
- Report, turn in, and/or log all lost and found items according to established procedures.
- Perform other work-related activities as requested.

Required skills and experience

- Previous experience in a front line, customer-focused role is advantageous.
- A strong passion for delivering exceptional service is essential.
- Excellent attention to detail and a commitment to maintaining high standards.
- Ability to work effectively in a team – oriented environment
- Strong time management skills with the ability to work efficiently and with urgency.
- Work with minimum supervision.
- An excellent work ethic, initiative, and ability to multitask
- Flexibility to work a varied roster, including days, evenings, and weekends.