

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 immaculate presentations of our facilities while providing warm, professional service to our guests.

This role ensures our pool, relaxation areas and facilities are immaculately presented, creating a serene environment that enhances each guest's journey. It is a varied role, which includes liaising with guests on check-in, constantly monitoring and maintaining high standards of cleanliness and presentation in all client areas, including restoring pool rooms, and changing areas. Interacting with guests, guiding them through their experience and providing general information about the facilities.

Duties and responsibilities

Level 1-2 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.

Level 3 – Advance

- Front Desk duties – Check in guests, provide guests with consultation forms and guide them through their experience.
- Maintain a clean, orderly, attractive and functional reception area, waiting area, and spa area.
- Maintaining a friendly and welcoming atmosphere for guests.
- Liaise with guests to answer queries, seek clarification, make, or alter bookings, take payments.
- Timers and Communications duties – Monitoring pool timings and coordinating runners during the shift and communicating when guests pool sessions are coming to an end.
- Communicate company policies clearly, politely and with confidence.
- 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.

Proficiency Chart

Level 1: Trainee

New team members who are still learning the skills required for the Guest Experience Attendant role. Trainees work closely with a Trainer during their shifts and follow their guidance at all times. Progression to the next level occurs once the Trainer is confident the role is being carried out correctly, with appropriate urgency, attention to detail, and forethought.

Level 2: General

Team members who can confidently perform all aspects of the Guest Experience Attendant role with care, urgency, and attention to detail. At this level, staff are competent to carry out any task they are assigned.

Level 3: Intermediate

Team members who are capable of handling front desk and timer and comms duties. Staff are also expected to deliver exceptional customer service, creating a welcoming and polished atmosphere for every guest. At this level, staff are expected to consistently demonstrate competence, urgency, forethought, and attention to details in all interactions.

Advancement

To progress to the next proficiency level, team members must consistently perform the skills of that level to the satisfaction of the Customer Service Manager. Promotion will be considered when a position is available at the higher level.