

**GOODWOOD**

**The Role**

The **Health Club Receptionist & Wellbeing Host** will be part of the Health and Wellbeing team and will report to the Leisure Operations Manager and wellbeing & special events manager.

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

Responsible for ensuring the front of house reception runs smoothly, assisting members and guest promptly with all Health Club and wellbeing matters

**Key responsibilities**

* Deliver superb customer care and demonstrate excellent attention to detail, demonstrating an awareness of health and safety and providing a duty of care to all customers;
* Ensure that all housekeeping tasks are completed in a timely manner and to a high standard;
* Ensure that designated areas are presentable and well stocked at all times, communicating any outstanding jobs to your colleagues and line manager;
* Ensure all verbal and written correspondence is accurate and timely for members, guests and team
* Take on responsibility of retreat and event daily operations
* Ensure accurate usage of all software including bookings and point of sale system.
* Be responsible for the reporting of any maintenance issues using the relevant procedures;
* Carry our membership tours when walk- ins occur and the sales consultant isn’t available.
* To undertake any other duties as reasonably requested to do so by your line Manager
* To work as part of a team to meet designated KPIs and budgets
* To work towards targets set in terms of retail and retreat sales.
* To demonstrate an awareness of Health & Safety and report any hazards, security risks or snagging as soon as possible
* Able to liaise and communicate with other departments around the estate
* To be knowledgeable about the facilities, products, marketing and events for the Spa as well as the wider Estate
* Trustworthy, reliable and understand the standards expected at member and guest retreats/event

**Qualities you will possess**

* Passion for what you do with bundles of enthusiasm
* Positive and friendly with a “can do attitude”
* Attention to detail
* Exceptional customer service
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* A calm demeanor, plus you'll be extremely reliable
* Complaint handling experience would be desirable
* High standards of cleanliness and organisation
* A proven track record delivering great customer service is essential
* Proven experience in industry working in Health and Wellbeing environment
* Ability to create and maintain relationships to encourage repeat clients
* Competent with IT systems, including Microsoft Office, email and diary management systems
* Fluent in spoken and written English
* Flexibility to be able to work early mornings and evenings and weekends as per the needs of the business
* Be well presented at all times