



# GOODWOOD

## The Role

The **Receptionist** will be part of **The Waterbeach** team and will report to the **Treatments Coordinator**.

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## 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 providing the “**world's leading luxury experience.**”

## Our Values

### The Real Thing

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

The Receptionist will prepare The Waterbeach for the working day, be responsible for delivering exceptional customer service throughout the full client journey, and communicate all areas of the business to the Therapist team.

## Key responsibilities

- To manage the therapist diary, maximising revenue earning potential;
- To demonstrate excellent communication, both in person, on the phone and via email.
- To build and maintain good relationships with colleagues and clients, ensuring that people feel at ease in the Waterbeach surroundings;
- To work towards targets set by the Treatments Coordinator in terms of retail sales and booking volumes;
- Undertake cash handling duties as and when required;
- To ensure the Waterbeach is presentable and organised at all times;

- To demonstrate an awareness of Health & Safety and report any hazards, security risks or snagging as soon as possible;
- To be knowledgeable about the facilities, products, marketing and events for the Waterbeach as well as the wider estate;
- To support with corporate functions, group bookings and marketing events for the Waterbeach as well as the wider estate;

<b>Qualities you will possess</b>
-----------------------------------

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• A sense of fun!</li> </ul> |
|---|--|

<b>What do you need to be successful?</b>
---

- Previous experience of working in a customer service role is essential and experience of working within a salon or spa environment would be desirable;
- Proficient in the use of IT software including Microsoft Office;
- A good level of spoken and written English is an essential requirement;
- A flexible approach to working hours is essential as the role will include evenings and weekends;

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	1