



Job Specification: Front of House Sauna Host

Company Overview: Fad Saoil Saunas is a leading wellness establishment dedicated to providing unparalleled sauna experiences, focusing on relaxation, rejuvenation, and holistic well-being. We offer a serene environment for individuals seeking an escape from the stresses of daily life.

Position Overview: As a Front of House Sauna Host at Fad Saoil Saunas, you will play a pivotal role in ensuring exceptional guest experiences by delivering outstanding customer service, maintaining a welcoming ambiance, and overseeing the smooth operation of our sauna facility.

Key Responsibilities:

- 1. Customer Service Excellence:** Warmly greet and assist guests, providing comprehensive information about our sauna services, packages, and amenities. Address guest inquiries, concerns, and feedback promptly and professionally.
- 2. Facility Management:** Uphold cleanliness and organization in the front of house area, including the reception, waiting lounge, and retail section. Ensure proper sanitization and preparation of sauna rooms for guest use.
- 3. Scheduling and Reservations:** Efficiently manage sauna session bookings, handle reservations, and coordinate guest schedules using our reservation software.
- 4. Payment Processing:** Accurately process cash and card transactions, issue receipts, and maintain meticulous records of sales and transactions.
- 5. Product Knowledge:** Demonstrate a deep understanding of our sauna products, services, and retail offerings. Provide informed recommendations and upsell products/services to enhance guest satisfaction.
- 6. Safety and Compliance:** Adhere to safety protocols to ensure guests' well-being during their sauna sessions. Monitor and manage sauna usage to maintain a safe environment and prevent overcrowding.
- 7. Team Collaboration:** Collaborate effectively with colleagues to ensure seamless operations. Communicate with sauna attendants, managers, and other staff members to uphold service standards.



Qualifications:

- Prior experience in customer service or hospitality roles is preferred.
- Exceptional interpersonal skills with a friendly and welcoming demeanour.
- Strong organizational abilities with acute attention to detail.
- Ability to multitask and thrive in a dynamic, fast-paced environment.
- Proficiency in basic computer operations and familiarity with reservation software.
- Knowledge or interest in wellness and spa services is advantageous.

Additional Requirements:

- Leaving Certificate diploma or equivalent.
- Flexible availability, early mornings, including evenings and weekends.
- Physical capability to stand for extended periods and lift moderate weights if necessary.
- CPR or First Aid certification is beneficial.
- Driving License preferred

Benefits:

- Competitive hourly wage aligned with industry standards.
- Opportunities for professional growth and career advancement within the company.
- Employee discounts on sauna services and retail products.
- Health benefits package (if applicable).

Application Process: To apply, please submit your resume and a cover letter outlining your relevant experience and passion for delivering exceptional guest service in a sauna/wellness environment.

Contact Information;

Fad Saoil Saunas Address;

1 Marine Rd, Rathdown Lower, Greystones, Co. Wicklow, A63 V406

Phone: 086-534-2589

Email: info@gmail.com

Website: <https://fadsaoilsaunas.ie/>

We are here to communicate, educate and inspire to communities the powers of the sauna. Please be ready to embrace the unknown road that lies ahead of this exciting journey.

As always,

Fad Saoil x

Note: This job specification serves as a general outline and may be subject to modifications based on specific company requirements and industry standards at Fad Saoil Saunas.