

**CAESARS ATLANTIC CITY
POSITION DESCRIPTION**

JOB TITLE: ATTENDANT SPA*

JOB CODE:	00325	PHD #	NONE
JOB GRADE:	05-N	ENDORSEMENT:	UNLICENSED
EEO CODE:	9	DEPARTMENT:	HOTEL
# OF POSITIONS:	10	ACCESS:	NONE

REPORTS TO:
Supervisor Spa*

SUPERVISES:

*Dual Property Position (BAC/CAC)

ESSENTIAL FUNCTIONS:

Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

May perform the following for Bally's and/or Caesars Atlantic City: Maintains cleanliness of all equipment, exercise area, lockers, etc. Provides amenities to patrons (e.g. towels, soap, etc.) Opening Duties include, but are not limited to: Turn ON all steam, saunas and Jacuzzi; test all Jacuzzi for proper PH 7 bromine levels and temperature; unlock exercise room door; turn ON and check all equipment for safety; display amenities in lounge area; unlock doors. Cleans equipment daily and reports any equipment malfunctions/problems to the supervisor immediately. Maintains spa facility by performing necessary duties such as picking up towels, cups, shower and bathroom area, vanity area and all surrounding areas. Maintains cleanliness in locker rooms at all times, including mopping the floors frequently to avoid the creation of slippery surfaces. Laundry duties include, but are not limited to: Picking up clean linen; dropping off dirty linen; washing and drying linen; folding and storing linen. Greets guests in a friendly and courteous manner offering the highest level of personalized service while maintaining a positive, enthusiastic, helpful and professional attitude with all guests and team members. Demonstrates respect, sensitivity and concern for guests' needs in a professional manner. Recommends and up-sells products and services that meet the guests' needs. Closing duties include, but are not limited to: Turn OFF Jacuzzi, steam and saunas; turn OFF all equipment in exercise rooms; properly store items; ensure that all amenities are restocked for the following day; and lock all doors. Other duties as assigned.

EDUCATION/SKILLS/EXPERIENCE:

High School diploma or equivalent preferred. Must be certified in CPR or the ability to obtain certification within 90 days. Two years experience in health spa environment preferred. Ability to use and instruct on Universal Equipment. May be required to lift up to 50 pounds.

DISCLAIMER:

"This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments)."