



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Recreation Supervisor
Department:	Front Office
Job Band:	6
Reports To:	Front Office Manager

Job Scope

Under the general direction of the Front Office Manager or his / her designate and within the limits of established Hotel's policies and procedures, the Recreation Supervisor is responsible for the operational efficiency of the Hotel's Fitness and Spa Centre ensuring optimum service delivery of those areas.

Key Relationships

Front Office, Reservations, Housekeeping, Engineering, Guest Relations, Accounts, Food and Beverage, Laundry and all other key departments.

Key Job Responsibilities

- Supervises the day-to-day functions of the Hotel's Fitness and Spa Centres;
- Assists the Front Office Manager in monitoring personnel to ensure Fitness Centre and Spa guests consistently receive all benefits;
- Upholds and ensure gracious front desk procedures in the booking and handling of customers;
- Responsible for being knowledgeable in regards to Spa Tours, Spa services, pricing, and other services provided by the Spa and Fitness Centres;
- Ensure prompt Check in and Check Out of all Fitness and Spa Centre guests as per laid down procedures and credit policy;
- Ensures that gymnasium equipment's are disinfected at all times;
- Ensures proper accounts for any payment made at the Fitness and Spa Centres;
- Ensures effective controls of the Fitness Centre amenities;
- Promotes teamwork and quality service through daily communication and coordination with other departments;
- Performs other duties as assigned.



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Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Be able to promote the hotel's product and services
- Maintain a high level of product and service knowledge about hotels in the region.

Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your Line Manager.



Background, Skills and Experience

- A Bachelor's Degree or its Equivalent.
- Minimum of 5 years' experience in a similar role in a Five Star Hotel with at least 3 years' experience in a Supervisory Level preferably in a 5 Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision
- Good Customer Relations and Problem Solving Skills