



The Allison Inn & Spa is Oregon Wine Country's first full service luxury resort in the heart of the Willamette Valley.

The Allison Spa is one of the most elegant luxury spas in Oregon. In harmony with the natural beauty of Oregon Wine Country, our philosophy at The Allison Spa is to nurture the entire being. Our extensive spa menu blends living energies from the ecological elements of the Willamette Valley including fruit, herbs, flowers, water and our renowned pinot noir grapes.

At The Allison Inn & Spa our working philosophy is a commitment to strive for excellence in all we do. We are a passionate and empowered team, inspired by the bounty and warmth of our surroundings and community, genuinely dedicated to providing world class service and meaningful memories for our guests. Join us as we strive for excellence.

### **Duties and Responsibilities**

- To fulfill the needs and requests of guests.
- To greet and check in all arriving guests and members, handle guests' requests in a courteous manner, ensure all transactions done promptly and accurately.
- To make reservations in an efficient and courteous manner.
- To provide personal attention and unparalleled service to each guest.
- To assist guests and co-workers when needed.
- To assist Management when required.
- Conduct self in a professional manner at all times as to reflect the high standards of The Allison Inn & Spa.
  
- To arrange for all spa appointments, current and future.
- Escort guests when needed to the locker rooms/fitness studio/public areas/treatments rooms/salon in the warmest manner.
- To be the initial and complete source of information for everything that is available and all procedures.
- To handle all billing for spa services, retail sales, and loyalty programs.
- Act as a resource for all policies and programs.
- Monitor appointments to ensure there are no conflicts and books are maximized.
- Knowledge of all treatments and products and the ability to explain and describe each treatment to guests.
- Answer multi-line telephone; make appointments, answer guest questions, etc.

- Ensure facility is prepared for proper opening and closing.
- Responsible for preparing gratuities.
- Always show a positive, pleasant and helpful attitude.
- Insure the privacy of each guest.

#### **Job Skills/Requirements/Qualifications**

- Must use proper telephone etiquette and scripts.
- Must be organized, multi-task oriented, flexible and able to work under pressure.
- A cooperative attitude, energy and enthusiasm for the job.
- Ability to work a flexible schedule to include weekends, evenings and holidays.
- Ability to effectively communicate with all team members.
- An enthusiastic, positive demeanor and desire to provide exceptional guest service.
- Background Check
- Drug Screening