



Job Title	Spa Host
Department	Spa
Approximate Department Size	19, including hosts, therapists and cleaners
Reports to	Spa Manager
Direct Reports	NA
Working hours and pattern	40 hours per week, a mixture of weekdays and weekends. Working hours are usually a mix of: <ul style="list-style-type: none"> - 6:30am-3pm - 10am-6:30pm - 12pm – 8:30pm
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role

The Spa Host is responsible for delivering a welcoming, professional and personalised service, acting as the first point of contact for guests and setting the tone for their spa experience. The role ensures guests are supported throughout their visit, provided with a clear orientation of facilities, and assisted with bookings, treatments and refreshments.

The Spa Host contributes to maintaining high operational and presentation standards across the Spa while supporting the wider team to ensure a smooth and efficient daily operation..

Responsibilities

- Welcome guests and manage arrivals in a professional, friendly and efficient manner.
- Provide guests with an orientation of Spa facilities and amenities.
- Maintain strong knowledge of spa treatments, facilities and services available across the wider estate to support guest enquiries and bookings.
- Support guests with reservations and diary management to optimise bookings.
- Oversee the daily therapist diary to ensure smooth running of the Spa schedule.
- Assist with upselling food and beverage offerings, spa treatments and retail products.
- Support therapists with retail sales when required.
- Maintain Spa standards across all areas, including changing rooms and guest facilities.
- Ensure adequate availability of towels, robes and slippers throughout the Spa.
- Monitor and manage used towel drops and laundry processes.
- Handle guest feedback and issues professionally, positively and with care.

Characteristics needed for this role

- Warm, professional and approachable manner when interacting with guests.
- Positive and solution-focused attitude to problem solving.
- High level of motivation and pride in delivering exceptional standards.
- Strong organisational skills with close attention to detail.
- Reliable, punctual and well presented at all times.



<ul style="list-style-type: none"> • Strong communication skills and the ability to work collaboratively within a team. • Commitment to delivering a consistently high-quality guest experience.
Characteristics desired for this role
<ul style="list-style-type: none"> • Enthusiasm for wellbeing, hospitality and guest-focused service. • Desire to build strong guest relationships and contribute positively to team culture.
Skills and experience needed for this role
<ul style="list-style-type: none"> • Fluent spoken English. • Strong written and verbal communication skills. • High attention to detail. • Effective time management skills, working to scheduled treatment times. • Ability to work proactively using own initiative. • Strong teamworking skills within a fast-paced environment. • Microsoft Office and basic computer skills.
Skills and experience desired for this role
<ul style="list-style-type: none"> • Previous experience working as a Spa Host or within a spa environment
Qualifications needed for this role
<ul style="list-style-type: none"> • None needed
Qualifications desired for this role
<ul style="list-style-type: none"> • None needed
What systems will be used in this role?
<ul style="list-style-type: none"> • Acuity – Spa booking system • MS Outlook, Teams and Office • Opera – Hotel system • Micros – Till system
Department Description
<p>The Spa at The Newt in Somerset is a nature-led wellbeing space inspired by the estate's gardens, herbs, and botanical traditions. The Hammam is a key feature of the Spa, offering natural cleansing and heat-based rituals central to our wellness philosophy. Guests also enjoy Rasul, Halotherapy, Steam Room, Sauna, and indoor/outdoor pools. Treatments and products are crafted using estate-grown herbs and botanicals, creating a calm, natural environment focused on real and restorative wellbeing.</p>