

# Gym Receptionist – FIVE Jumeirah Village

FIVE  
HOTELS AND RESORTS

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Phone :

Web :

**Job Summary**

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Vacancy :

Deadline : Oct 30, 2024

Published : Sep 30, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Full job description

### Job Description

#### An Exhilarating Opportunity

Are You Ready for a Daring Challenge with The World's Hottest Luxury Hotel Group? Disruptive by Design, FIVE Hotels and Resorts is Redefining 'FIVE-Star' Hospitality and Setting the Gold Standard across the Industry.

Join the FIVE Tribe - and Get Ready to Make Waves.

#### The Candidate

A Driven Self-Starter, you have Excellent Communication, Leadership and Organisational Skills. As an Astute Creative and Critical Thinker, you can Conceptualise and Implement Innovative Solutions in a Fast-Paced Environment. Not even the Smallest Detail Escapes Your Keen Eye and You Execute Tasks Proactively with Precision and Finesse. A 'Can-Do!' Attitude Coupled with An Inherent Flair for Taking Ownership Makes You a Highly Motivated Go-Getter.

Your Outgoing and Approachable Nature enables you to Seamlessly Connect with other 'FIVERs' and key Stakeholders, ensuring that Their and Your Journey at FIVE is nothing short of Sensational. Joining our ReFIVE Spa Team as a Gym Receptionist will Empower you to deliver Exceptional Experiences across our award-winning Lifestyle Destinations. Jump on Board and Unlock your Potential in a Buzzing Environment that will take your Career to New Heights!

#### What We're Looking For

- Previous experience in the Gym and Spa Industry will be Advantageous, demonstrating a Strong Commitment to Luxury Service Standards.
- Creative Solutions and takes Ownership of all duties and tasks assigned, while ensuring an unparalleled Journey at FIVE.
- Becomes an integral part of the FIVE Tribe, constantly pushing boundaries and setting new standards as a dedicated 'FIVER.'
- Strong familiarity with and understanding of how to Safely Use and Maintain gym equipment.
- Comprehensive understanding of Health and Safety Regulations, Safety Standards, and Best Practices in Gym and Spa Operations.
- Executes tasks with a Commitment to Safety, exercising prudence and maintaining an organised work environment to ensure a Secure and Tranquil experience for Guests.
- Remarkable Time Management and Multi-Tasking skills to deliver a 'FIVE-Star' Experience for our Guests, even under pressure.
- A hands-on attitude, fuelled by a 'Can-Do!' Spirit.

#### Key Responsibilities

- Answers telephone calls Promptly and with 'FIVE-Styled' flair, providing Guests with Precise information.
- Handles Guests' questions and concerns with Utmost Professionalism and Courtesy, setting the Gold Standard in Luxury Service.
- Provides Bespoke guidance to Guests regarding the Procedures at the Gym and Spa.
- Assists in gathering Guest Feedback on Service Quality to elevate Service Standards to the Next Level.
- Ensures that all check-in, check-out, and payment Procedures are Meticulously handled in accordance with FIVE's Industry-Leading policies.
- Opens and closes the Gym and Spa Punctually and Efficiently.
- Maintains comprehensive Records of all Guests.
- Maintains a Lavish Reception area that is Impeccably Clean and Welcoming for Guests.
- Ensures a Stunning Front Desk area that is clean, organised, and conducive to Smooth movement.
- Monitors and Reports Maintenance needs Promptly to ensure all Gym and Spa operations are Top-Notch.
- Promotes Award-Winning Spa Services actively, including spa treatments, services, sessions, and retail products, along with programmes, promotions, and discounts.

#### The Team

'FIVERs' are Cultured yet Chic, Confident yet Self-Effacing, and Work Hard to Play even Harder. As a FIVE Tribe Member, you'll Personify the distinct 'Vibe at FIVE' and apply it to create Insta-Perfect Experiences for our Guests that keeps them Coming Back for More. If you Dream of being surrounded by Like-Minded Individuals who share your Passion for Delivering Unforgettable Moments that last a Lifetime – then Look No Further and Unleash your Next-Level Potential.

#### Sustainable Indulgence at FIVE

FIVE is a leader in Sustainable Luxury Hospitality and Entertainment, with 100% of its Dubai and Zurich hotels certified LEED Platinum, the highest green building rating globally. FIVE's Dubai properties run on 100% solar power through the UAE's only hotel I-REC Agreement with DEWA.

In 2023, FIVE Holdings received an 'A' ESG Rating from ISS, the world's highest ESG rating out of ISS' 7,000+ universe of rated entities. With the acquisition of the Pacha Group, FIVE Holdings will continue to scale its Sustainable Indulgence strategy into new frontiers, as The Group drives global 2050 Net Zero action, now.

#### An Equal Opportunity Employer

The FIVE Tribe represents over 80+ nationalities across its over 3000 'FIVERs.' FIVE is Committed to Hiring a Diverse and Inclusive Workforce as an Equal-Opportunity Employer. Accordingly, FIVE does not discriminate based on disability, race, age, sex, gender, sexual orientation, ethnicity, religion or belief, nationality, marital status, or any other basis protected under national or local laws. Ranked 8th on the Great Workplaces in the UAE 2024 list of Large Organisations, the FIVE Tribe is more than a group of people working together – it is a Family bonded by common Values and Goals, Celebrating People, Culture and Diversity.

#### About FIVE Hotels and Resorts

FIVE Hotels and Resorts prides itself on being Disruptively Different and Daringly Unique. Our Growing Portfolio of Lavish Destinations are the epitome of Glamour and Experiential Luxury, and currently consists of FIVE Palm Jumeirah, FIVE Jumeirah Village, FIVE Zurich and FIVE LUXE. Joining our Exceptional FIVE Tribe means you are part of a team who Breaks Boundaries and offers Unbeatable Next-Level Experiences at FIVE's award-winning Hotels, Dining Concepts, and 360-Degree Immersive Nightlife Venues. As part of the Accomplished FIVE Tribe, you will be part of a group of High Achievers who Fearlessly Challenge Conventions on a Global Stage.

Find out more here: [fivehotelsandresorts.com](https://fivehotelsandresorts.com)

• <https://careers.fivehotelsandresorts.com/jobs/Careers/613500000050574130/Gym-Receptionist--FIVE-Jumeirah-Village?source=CareerSite>

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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