



PAUS.

FRONT OF HOUSE TEAM

Job title: Front of House Team (Bathing Site Reception & Hilltop Bistro)

Contract time: Various

Hours: Flexible (usually 15-40 hours per week)

Work location: PAUS., Toft road, Bourn CB23 2TT

Salary: £10.50-£11.50 per hour depending on experience (if you are under 23, National Minimum Wage according to your age)

Our Company:

PAUS. is a family run wellness centre based in the picturesque Cambridgeshire countryside near Bourn. Our clients love our Scandinavian inspired wellness experience that includes handcrafted hot tubs, saunas, and a barefoot walking trail.

The role:

We're looking for people to join our front of house team to provide friendly and professional service to guests and visitors of PAUS. This is a customer-facing role for people with good customer service skills and a positive attitude towards working with other team members. We are looking for people to fill roles in the different areas of PAUS - Bathing
Space, Hilltop Bistro, Meadows.

PAUS is open Thursday-Sunday and for special events and occasions so the ability to work weekends is essential.

Benefits:

- Use of the facilities outside of working hours
- Spouse/partner/parent free use of the facilities once per month
- 10% discount for friends and family on PAUS in-house offerings
- 10% discount on food at drinks at the Bistro
- One hot meal per shift on the days the Hilltop Bistro is open
- One private hot tub for up to 6 people for your birthday



PAUS.

Candidate requirements:

- Exceptional customer service
- Caring personality
- Ability to work within a team as well as independently and on own initiative Willing to work outdoors in any weather
- Good language and communication skills
- Experience of a customer-facing role ideal but not essential

Responsibilities:

- Preparing the public areas before opening and keeping them tidy throughout the day
- Working at the reception checking visitors in; explaining the spa etiquette and observing that it is being followed by all bathers
- Following end of day procedures and ensure all equipment is tidy and put away
- Serving and preparing drinks
- Serving food and supporting the kitchen staff if and when required
- Supporting your team members in other areas
- Answering customer queries and being knowledgeable about health benefits of outdoor bathing, upcoming PAUS events, bookings and availability etc.