



E.J.M. ENTERPRISES LIMITED



#WPEP-2453288



THE BUFF DAY SPA, 52 King Street South,

Dublin 2, D02 HP68



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



26/06/2026



21/08/2026

## How to apply

### Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



Open your camera app & point here to view this ad online



## Assistant Spa Receptionist - WPEP Scheme

### Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

### Job Description

The Buff Day Spa is delighted to offer a six-month training and work experience opportunity for an Assistant Spa Receptionist.

This placement provides practical, hands-on experience within a busy and professional day spa environment. The successful participant will work alongside experienced reception and management staff and will gain valuable skills in customer service, reception operations, administration, booking systems, retail sales support, and workplace professionalism.

No previous experience is required. Full training, supervision, mentoring, and support will be provided throughout the placement.

The successful participant will become part of a friendly and supportive team while developing transferable skills that can be applied across hospitality, retail, administration, customer service, and wellness sectors.

The Assistant Spa Receptionist will receive training and supervised experience in:

- Welcoming clients on arrival and assisting with customer check-in procedures.
- Providing a warm, professional, and friendly customer experience.
- Answering telephone enquiries and transferring calls where appropriate.
- Responding to customer enquiries and taking accurate messages.
- Assisting with appointment scheduling and diary management using the Barespace booking system.
- Learning how to process bookings, amendments, cancellations, gift vouchers, and customer records.
- Assisting with email correspondence and customer communications.
- Supporting reception administration and maintaining accurate records.
- Assisting with retail product presentation, merchandising, and stock organisation.

- Assisting in maintaining a clean, organised, welcoming, and professional reception environment.
- Supporting the presentation and upkeep of customer-facing areas to ensure consistently high standards throughout the spa.
- Assisting with the preparation and replenishment of guest facilities, refreshments, towels, retail displays, and reception materials.
- Contributing to the overall cleanliness, organisation, and professional appearance of the spa environment in accordance with company standards.
- Supporting the reception and therapist teams with daily operational tasks.
- Learning how to manage customer feedback and resolve queries professionally.

## **Role Description**

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

The participant will receive structured training and mentoring in:

- Customer Service Excellence
- Reception and Front Desk Operations
- Professional Telephone Skills
- Spa Operations and Guest Experience
- Barespace Booking System
- Appointment Scheduling and Diary Management
- Email Communication and Administration
- Complaint Handling and Customer Care
- Retail Sales and Product Knowledge
- Teamwork and Workplace Professionalism
- Time Management and Organisational Skills

### External Accredited Training Opportunities

The participant may also receive access to external training including:

- Manual Handling Certification
- Retail Sales Training
- Professional Product Knowledge Training provided through leading skincare brands

### Supervision and Support

The participant will be supported by experienced reception team members and management staff, who will provide continuous coaching, mentoring, feedback, and guidance throughout the placement.

- **Sector:** other service activities

### **Career Level**

- Not Required

### **Candidate Requirements**

(Essential)

- **Minimum Experienced Required (Years):** 0