

Receptionist (Luxury Wellness)

Cloud Twelve Club

London W11 2DA

£26,000 a year - Full-time

Job details

Pay

£26,000 a year

Job type

Full-time

Location

London W11 2DA

Benefits

Pulled from the full job description

- Employee discount
- Store discount
- Company pension

Full job description

Club Receptionist — Cloud Twelve

£26,000 + exclusive staff perks

Notting Hill, West/Central London | Full-time

Step into luxury. Cloud Twelve is a private members' wellness club in Notting Hill, home to a spa, holistic health clinic and lifestyle spaces. We're seeking a **polished, people-first Receptionist** to own our front desk and deliver a flawless guest experience.

Your Impact

- **Be the first impression:** welcome members and guests with genuine warmth and professionalism.
- **Run the desk like clockwork:** manage bookings, check-ins, enquiries and payments smoothly.
- **Keep standards five-star:** ensure the front desk always looks and feels immaculate.
- **Promote with confidence:** highlight treatments, services and events to drive sales and engagement.
- **Stay informed:** know our wellness and spa offering inside-out to guide clients.
- **Support operations:** handle payments, daily reconciliations, and simple Excel/Office tasks (training provided).
- Support with membership sales administration

What You Bring

- Experience in **reception/front-of-house** within premium hospitality, spa, clinic or club settings.
- Exceptional communication — polished, professional, client-focused.
- Organised, detail-driven, and calm under pressure.
- Confident with booking systems; comfortable on Microsoft Office (Excel basics or ready to learn).

Perks & Benefits

- Complimentary wellness perks, including massages.
- Free/discounted spa treatments and products.
- Extra **birthday day off**.
- Beautiful, state-of-the-art working environment with a dedicated staff space.
- Supportive, high-performing team culture.

Apply Now

Employment offers are subject to references, right-to-work checks, and verification of relevant qualifications. Only shortlisted candidates will be contacted.

Job Type: Full-time

Benefits:

- Company pension
- Employee discount
- Store discount

Application question(s):

- What is your current and expected salary?

Experience:

- Administrative: 2 years (required)
- front of house: 1 year (required)
- in beauty, wellness or membership club: 1 year (required)
- Microsoft Excel: 1 year (preferred)

Work Location: In person

CV

Cristina-Viorica Muti

Cristinamuti505@gmail.com

PROFILE

Ambitious and highly motivated professional with a strong commitment to meeting deadlines and delivering high quality results. Eager to develop new skills, grow within a new company and contribute to team success.

EDUCATION & QUALIFICATIONS

Peterborough Regional College - Functional Skill English at level 2 2021

Peterborough regional college - Gateway qualification level 1 Skills for business and administration 2021

WORK EXPERIENCE

Warehouse worker | Ikea

Jan 2024 to Jan 2025

Preparing orders for customers by picking and packing the required products, no experience needed

- reaching the target set
- handling products without damaging it
- working in a team based on the department
- meeting customers expectation
- safe manual handling
- helping co-workers

Warehouse worker | Amazon

Jan 2023 to Jan 2024

Preparing customers orders using scanners and lifting

- picking and packing orders
- loading and unloading

- receiving and sorting

Technical skills

- Team working (helping co-workers and asking for help when needed)
- Problem solving (searching for solutions and answers)
- Communication (talking openly and explaining my opinion)
- Time management (balancing personal life with work and university)
- Computer skills (Microsoft, Powerpoint, Excel)

INTERESTS

Learning new language and new cultures

COVER LETTER

Cristina Viorica Muti

Cloud Twelve Club
London W11 2DA

Dear Cloud Twelve Club

I wish to apply for the role of Receptionist, currently being advertised on Ineed. Please find enclosed my CV for your consideration . As you can see from my CV, I have over 3 years experience in the customer service industry, and I believe I understood what the customer needs and expects during this time to make me the right candidate for the role.

In my current role as a Warehouse worker at Amazon , I have been responsible for Picking and Packing customers orders, making sure the products have no damages or problems that would upset the clients. Delivering great performance on time and meeting deadlines.

All of this, coupled with my enthusiasm and dedication, communication and hospitality has helped to be very customer focused and confident under pressure.

I am confident that I can bring this level of success with me to your organization and help Luxury Wellness build upon their reputation for lifestyle and health. With my previous experience and expertise, I believe my contribution will have an impact on the brand reputation and will make a good first impression for the customers.

Thank you for taking the time to read my application. I look forward to discussing my qualifications further and to hear from you.

Your sincerely
Cristina Muti

REFERENCES