

Spa & Wellness

The Pool Attendant Standard

Five steps for the pool deck, from the water test to the last towel. Guests notice a reserved lounge nobody uses long before they notice the water.

Who	When	You need
Pool attendants, lifeguards and the spa supervisor	Opening to close, with water tests and deck rounds on a schedule	Water test kit, pool log, towels, lounge plan, safety equipment

Measured by Water tested and logged before opening · Guest set up within 2 minutes of arrival · Held loungers cleared after 30 minutes

1 Test and set

Before opening, test chlorine and pH, or check engineering's test, and log it with the water temperature. Skim the surface, check signs and rescue equipment, and line up loungers with folded towels.

"07:00 pool. Chlorine 1.5, pH 7.4, water 28 °C. Ring buoy and hook in place. Signed: Karim."

Common mistake Opening because the water looks clear. Clear water says nothing about chlorine, and the log is what an inspector asks for.

2 Set them up

Within two minutes of a guest arriving, offer a lounge, lay two towels on it, set the parasol and bring water. Ask whether they want sun or shade, and if children are with them, where they will swim.

"Good morning, Mrs Haddad. Sun or shade today? I'll bring your towels and some cold water."

Common mistake Handing towels over at a desk and pointing. The guest carries them, picks a lounge and sets it up alone.

3 Hold loungers fairly

A towel or a book holds a lounge for 30 minutes at most. After that, leave a polite card, take the items to the pool desk with a note, and free the lounge. Apply the rule to every guest the same way.

"Your lounge was held from 09:00, so your things are safe at the pool desk. Please ask for Karim."

Common mistake Clearing a lounge without a card. The guest comes back to find their book gone and a stranger in their place.

4 Watch the water

Whoever watches the water does nothing else: no towel runs, no drink orders. Scan the whole pool every 30 seconds, and check that every child under the house age limit has an adult at the poolside.

"Excuse me, would you stay by the pool while your son swims? It's our rule for children under twelve."

Common mistake The lifeguard takes drink orders when the bar is busy. For those minutes, nobody is watching the water.

5 Turn the deck

Every 30 minutes, collect used towels, reset empty loungers, wipe tables and refill water. Half an hour before closing, tell guests in person and offer a dry towel. Never stack loungers near a guest.

"Mr Okafor, the pool closes at seven. Would you like a dry towel before you go?"

Common mistake Stacking loungers around the last guests. They leave feeling the pool closed half an hour early.

Who Does What at the Pool

Two jobs that must never merge: serving the deck and watching the water. Fill the gaps on your rota before the season, not on the day.

When	Pool attendant	Lifeguard or watcher
Before opening	Loungers, towels, parasols, water	Water test, signs, rescue equipment
Busy hours	Set-ups, towels, drinks, loungers	Eyes on the water, nothing else
Every 30 minutes	Deck round, used towels, resets	Count swimmers, check every child
Breaks	Covers towels, never the water	Relieved by a trained colleague first
Storm or lightning	Moves guests and towels indoors	Clears the water first, then the deck
Closing	Last towels, loungers, lost property	Final water check, equipment stored

How to use this with your team

Brief one row a day at the morning pool huddle. The supervisor checks the rota against this card every week and walks the deck once a day to see that whoever watches the water is doing nothing else.

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