

GUEST SERVICES JOB DESCRIPTION

Reports to: Spa Manager
Department: Guest Services

We are looking for a pleasant Front Desk Representative to undertake all receptionist and clerical duties at the desk of our main entrance. You will be the “face” of the company for all visitors and will be responsible for the first impression we make

The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A customer-oriented approach is essential.

The goal is to make guests and visitors feel comfortable and valued while on our premises.

Job Summary:

If you enjoy a fun, fast pass, multitasking, people pleasing, and creating “It's my pleasure” atmosphere, then this is your place to work. As a first line of communicating with Beyond Beaute Day Spa's Guests and fellow employees you are responsible for starting the Spa experience of “creating a positive change in people's lives.” You are the pillow between the spa guest and the technicians who do the services. You are always focused on creating, to the best of your ability, a win / win for all situations. We have chosen you because of your abilities to schedule appointment by selling time blocks, overseeing a care-free traffic flow between services and problem solving with as less stress as possible.

Requirements:

- Detail-oriented and have ability to multitask.
- Ability to be efficient and productive in a fast-paced environment.
- Be enthusiastic and possess excellent customer service skills.
- Possess basic math and money handling skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.
- Enjoy the art of sales and problem solving

Education and Experience Requirements:

- High School Diploma or equivalent
- Previous experience in customer service, retail or sales

Duties and Responsibilities:

- Be on time for your shift and allow enough time to put away your things before you clock-in.
- Follow opening and closing duties according to Standard Operating Procedures.
- Accurately book, change and cancel spa appointments.

- Acknowledge and greet everyone who enters and leaves spa facilities.
- Provide detailed descriptions of spa treatments, packages, services, facility features and hours of operation.
- Utilize spa computers with skill and proficiency.
- Maintain a Spa Desk Bank.
- Answer the phone promptly and use the guest's name throughout the phone conversation.
- Actively promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available.
- Greeting guest with an upbeat smile and a "I'm glad you are here" attitude.
- Maintain eye contact when addressing external and internal guests.
- Handle guests' questions and concerns professionally and courteously.
- Maintain a clean; safe, fully stocked and well-organized work area.
- Develop ability to work without constant direct supervision and remain at assigned post for extended periods of time.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the spa.
- Communicate quickly to management any and all discrepancies occurrences involving staff or guests in the spa that require attention.
- Be willing to fill in case adequately covered is needed
- Making sure all confirming is done by noon each day
- Assist in all areas of spa operation as requested by management which may or may not include:
 - ordering of product and supplies
 - putting away incoming inventory
 - setting up displays or re-merchandising
 - keeping track of guest special orders and contacting them when the order comes in
 - maintain stock of office supplies
 - maintain paper goods for gift card/ retail merchandise such as gift bags, tissue paper, gift cards, gift card boxes, gift card envelope holders

Dress Code:

Look of first impression, very professional, portrays a positive image, dressy-casual, neat hair, nails, and make-up. Name tag required.

- pants or *skirt - solid black (no pattern or design)
- top or *dress - solid color (no pattern or design)
- shoes should be comfortable - ballerina style flats, sandals or heels (open or closed toe). No flip flops.

*No mini dresses or skirts, they should be mid-thigh or longer.