

# ***AgeLess, LLC Integrative Medical Spa***

## Guest Relations Specialist Job Description

### **Guest Relations Specialist**

The Guest Relations Specialist is responsible for the reception/Boutique area at the spa. Includes the greeting of all guests, answering phone calls, assisting guests with questions regarding spa services and products, booking all appointments, checking the guest into the computer system and charging for services performed.

**Note:** All duties and requirements stated are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the staff occupying this position. Staff members may be required to perform other job-related duties by their supervisor.

- **Duties and Responsibilities**
  - Be on time for your shift.
  - Properly open and close spa each day 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, service, 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.
  - Maintain eye contact when addressing external and internal guests.
  - Handle guests' questions and concerns professionally and courteously.
  - Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
  - Maintain a clean; safe, fully stocked and well organized work area.
  - Regularly attend, participate in and support training and staff meetings for the spa.
  - Assist in all areas of spa operation as requested by management.
  - Communicate to management any and all occurrences involving staff or geuest in the spa that require attention.
- **Position Requirements**
  - Must have enthusiasm and possess excellent customer service skills.
  - Must be detail-oriented and have ability to multitask.
  - Enjoy working with people and possess a friendly and outgoing personality.
  - Excellent communication and listening skills, as well as basic computer knowledge.
  - Must possess basic math and money handling skills.
  - Must be a team player.

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