



Guest Facilitator Job Description

Job Overview

The Guest Facilitator is responsible for supporting the quality of service given to our guests by the Spa Providers. Ensure the cleanliness and overall appearance of the treatment areas. Assist in the preparation of all treatment formulas and treatment rooms as necessary. The position of Guest Facilitator is a crucial post upon which the delivery of consistent quality of client spa experiences and smooth operation of the spa.

*** All duties and requirements stated are essential job functions. In no way does this job description state or imply 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.

General Responsibilities

- Be on time for your shift.
- Properly open and close the spa each day according to Standard Operating Procedures.
- Attention to detail.
- Exceptional communication skills.
- A professional, co-operative, and friendly attitude.
- Ability to multi-task and maintain grace while under pressure.
- A keen understanding of the importance of hygiene and proper sanitation procedures.
- Excellent appearance and uniform in line with established standards.
- Ensure cleanliness of AgeLess SPA. Maintain the cleanliness of the external and internal areas, remove and replenish used supplies, and sanitize them as appropriate.
- Keep reception and waiting areas clean at all times while upholding the serene atmosphere at AgeLess SPA. Help and assist other team members as required.
- Organize the laundry, supplies, and products.
- Maintain the cleanliness of the waiting rooms, boutique, treatment rooms for medical and spa, and break room.
- Ensure laundry hampers are regularly emptied, sandals are sanitized and put away, towels, blankets, and robes are picked up and sorted for laundry.
- Change, fold, and put away laundry. Keep up with the laundry on an hourly basis.
- Replenish towels in the spa bathroom.
- Replenish toilet amenities and products as needed (Shampoo, conditioner, body lotion, hair spray, q-tips, tissues, tampons, etc.)
- Dust and clean throughout the facility.
- Maintain the ambiance, lighting, and temperature throughout the facility. Perform ongoing spa checks throughout the day, maintaining hygiene standards.
- Be well versed with AgeLess SPA policies and procedures, and implement them at all times.
- As an AgeLess SPA team member, ensure that all appropriate client needs are being met. If you are unable to help the client or do not have the answer to their questions, you must ensure that the client

is reassured that they will be helped, and bring them to the appropriate AgeLess team member who will be able to assist them.

- Perform any other duties as assigned.

Job Qualifications:

Education:

- High school diploma or equivalent

Experience:

- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication and listening skills, as well as basic computer knowledge.
- Must be a team player.

Position Requirements:

- Must have enthusiasm and possess excellent customer service skills.
- Must be detail-oriented and can 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.

ADA Information:

Physical Requirements:

- Ability to speak and hear.
- Close and distance vision
- Identify and distinguish colors.
- Frequent walking and standing.
- Ability to lift 5 - 10 lbs.
- Occasionally lifts/carries up to 25 lbs.
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills.
- Able to reach hands and arm in any direction and kneel, stoop or crouch repeatedly.

Working Conditions:

- Primary indoor work setting.
- Varying schedule to include evenings, weekends, holidays, and extended hours as business dictates.

*While this outline attempts to be all-encompassing, this position is expected to evolve beyond these categories. As you become more familiar with the operations of AgeLess SPA you will be expected to make suggestions on policies, procedures, and controls and to call on members of your team to help you accomplish these objectives.

I have read and accepted the responsibilities of my job description. I am committed to upholding the standards of quality and care of AgeLess SPA The Skin Bar as described above.

Employee (print name): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____