



Guest Relations Specialist

Job Overview

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

General Responsibilities

- Be on time for your shift.
- Properly open and close the medical practice each day according to Standard Operating Procedures.
- Accurately book, change and cancel spa appointments
- Acknowledge and greet everyone who enters and leaves the facilities.
- Provide detailed descriptions of medical 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.
- 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 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 operations as requested by management.
- Communicate to management any and all concerns involving staff or guests within the establishment that require attention.

Job Qualifications

Education:

High school diploma or equivalent.

Experience:

- Must have the enthusiasm and possess excellent customer service skills.
- Must be detail-oriented and have the ability to multitask.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication and listening skills, as well as basic computer proficiencies.
- Must possess basic math and money handling skills.
- Must be a team player

ADA Information

Physical Requirements:

- Ability to speak and hear
- Must be in healthy physical shape
- Close and distant vision
- Frequent standing and walking
- Ability to lift 5 - 10 lbs.
- Occasionally lifts/carries up to 25 lbs.
- Able to reach hands and arms in any diction and kneel, stoop and 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 The Skin Bar you will be expected to make suggestions on policies, procedures, 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 and 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: _____