



Spa Concierge:

Consistently demonstrates superior customer service skills by demonstrating professionalism, friendliness, sophistication and confidence. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves guest issues when they exist. Is capable of opening and closing the spa and salon in the absence of a supervisor or manager if needed. Performs various administrative functions as assigned. Provides a warm farewell and thanks guests for visiting.

Responsible for the daily operations of the front desk including efficiently booking spa appointments and handling guests' requests and questions in a professional manner. Effectively handles cash, credit cards, gift certificates, comps and room charge transactions for services and retail products. Recommends and up-sells services and products that fit the guests' needs. Ability to describe in an articulate manner the spa and salon offerings and their benefits and convert inquiries into booked appointments. Offers the highest level of personalized service while maintaining a positive, enthusiastic, helpful and professional attitude with all guests and team members. Demonstrates respect, sensitivity and concern for guests' needs in a professional manner. Maintains an understanding of the spa industry and spa philosophy (balance, relaxation, unity, and a healthy lifestyle). Maintains a clean, safe, stocked and well-organized work area. Follows proper opening and closing procedures. Assists in the training of new employees. Communicates all policies and procedures in a positive manner. Performs other duties as assigned.

EDUCATION/SKILLS/EXPERIENCE:

High school diploma or equivalent preferred. Previous call center or reservation booking experience preferred. Team player with strong organizational, customer service and interpersonal skills. Prior experience in Health Spa environment preferred. Able to handle multiple duties at once. Available to work varied hours and shifts.