****

**Spa Receptionist**

Med-Spa, with more than 8 years in business, is growing. We are looking for an **amazing professional** to join the team as Spa Receptionist.

Professional Objective:

Greet and welcome Clinic’s guests and assure an excellent first and lasting impression. Oversee and maintain the spa and assure beautiful presentation, sales, and profitability. Make and confirm services professionally and according to the company instructions. Have strong knowledge of all treatments and services offered. Learn & know services and products, communicate benefits, explain and schedule treatments and services effectively. Ability to present the company, its services, and the company membership to prospects and customers alike both in person and over the phone. To be an effective phone communicator. To be able to call prospects and interested clients back to secure consultations with the appropriate aestheticians, therapist for appointments.

Job Activities and Responsibilities:

The Spa Receptionist is responsible for providing guests with comprehensive and professional guidance regarding spa procedures and services, as well as booking all spa treatments, retail sales, and checking in and checking out all guests in a professional manner. Must have excellent communication skills, problem-solving skills and maintain a high level of customer service standards. Must have the ability to communicate with others, while always maintaining the highest level of professionalism.

* Understand and abide by MedSpa policies and procedures.
* Provide guests with a thorough and knowledgeable understanding of all spa services.
* Responsible for booking all spa and/or salon appointments accurately.
* Selling and up-selling products to clients.
* Completing all necessary opening and closing duties.
* Demonstrate respect, sensitivity and concern for guests needs with a professional and pleasant manner.
* Provide spa guests with a tour of spa facilities, when needed.
* Interact cooperatively with and with consideration towards guests and co-workers.
* Anticipate guest’s needs and adhere to the MedSpa’s standards for guest service
* Communicates guest problems or complaints to the Spa Manager or Owner.
* Maintain safety and sanitation standards and cleaning protocols.
* Decisions of a broad nature are made in accordance with general policy and procedures.

**Qualifications**

* Must have a High School diploma or equivalent.
* Must have a minimum of 1-3 years’ experience in customer service
* Candidate must be authorized to work in the US.
* Must be knowledgeable (or willing to learn) of all spa and salon treatments and can explain services in detail to guests.
* Must be sales-driven, and have a customer service-oriented personality, as position requires making spa/product recommendations and selling of products and services.
* Must have ability to multi-task, and work in a fast-paced, high-volume environment, while maintaining professionalism.
* Nails must be kept at an appropriate length and clean.
* Must have a flexible schedule, including days, nights, and weekends.
* Must be polished, professional, and have a strong command of both written and verbal English.
* Must be organized, proactive, and possess a strong attention to detail.
* Must be able to learn spa technical system for booking client services.

I acknowledge that I have read and understand the job description for this position:

Signature:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_