



<https://aprioristaffing.com/jobs/spa-receptionist/>

Spa Receptionist

Description

The Spa Front Desk Receptionist is responsible for the reception 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.

Education and Experience

- Minimum of one year experience in same or similar position

Position Requirements:

- Must be detail-oriented and have the ability to multi-task.
- Ability to be efficient and productive in a fast-paced environment.
- Must have the enthusiasm and possess excellent customer service skills.
- Must possess basic math and money handling skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.

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, 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 guest satisfaction.
- Maintain a clean; safe, fully stocked and well organized work area.
- Develop ability to work without constant direct supervision and remain at assigned post for extended periods of time.
- Maintain a positive attitude and contribute toward a quality work environment.
- 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

Hiring organization

A Priori Staffing

Employment Type

Part-time

Industry

Wellness and Spa

Job Location

Phoenix, 85016, AZ

Working Hours

7:00 am to 3:00 pm

Date posted

November 13, 2020

guests in the spa that require attention.

Job Benefits

- Opportunities for temporary and permanent placements
- Exposure and experience in diverse working environments and settings
- Flexible schedule
- The individual compensation plan that rewards your commitment and industry experience
- Robust Wellness Program centered around well-needed self-care with incentives like personal health coaches, complimentary massages and spa services, yoga classes for employee and family
- Family Health and Wellness Expo
- Company Retreats with a focus on health and wellness
- Professional Career Coach
- Direct Deposit and Bi-weekly pay
- Signing Bonus
- Health, Dental and Vision Insurance
- PTO Program
- Referral Bonus
- Cancer Insurance
- Disability Insurance