

RECEPTION/SPA COORDINATOR

Job Description:
Spa Coordinator

Report To:
Spa Manager

Summary:

The Spa coordinator is the customer service specialist for our spa environment. You are the first point of contact for our clients.

You are responsible for phone and email bookings, checking in and out clients including all transactions.

Responsible for providing superior customer service and sales in all aspects of the Spa (online and in person communications, front desk as well as treatment rooms) to ensure that guests receive a memorable and satisfying experience.

You will also be responsible for scheduling treatments at our sister location Sun Peaks Massage Therapy, ensuring guests know where to go for their treatments and confirming RMT only appointments. Helping guests with intake forms and billing. Seeing to all necessary information needed before appointments.

Job Duties

Under the guidance and leadership of the manager the Spa coordinator is responsible to:

- Adhere to and motivate with the concept and values of our mission statement:
"To provide the best Sun Peaks Spa & Massage experience with genuine kindness and care"
Anticipate, identify and ensure client needs are being met in a friendly and professional manner while ensuring their complete comfort and satisfaction
- Efficiently and cordially answer phones educating clients on services/products
- Provide thorough and knowledgeable explanations of spa and products in order to optimize customer satisfaction
- Schedules and confirms all appointments according to spa protocols in order to ensure smooth and efficient workflow
- Check clients in and out using software system
- Perform sales transactions and daily cash-outs following company protocols to ensure high standard of accuracy
- Responsible for opening and closing the spa and Sun Peaks Massage Therapy following standard operating procedures
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations
- Maintain a beautiful physical environment in all the areas of the spa
- Provide accurate, appropriate and immediate responses to all requests by clients, ensuring complete customer satisfaction and discusses concerns or problems immediately with management
- Knowledge and understanding of spa services and skincare product lines carried
- Maintain appropriate communication and good interpersonal skills with management, staff and

clients to ensure coordinated efforts and provision of high quality service and customer satisfaction

- Provide thorough and knowledgeable explanation of all procedures and services in order to maximize each sale and optimize schedule for appointments
- Perform tours to visitors with explanation of all procedures and services, including retail, offered with goal to acquire sale of service appointment and promote retail sales
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations in a timely manner
- Participate in general staff meetings, planned seminars/events and/or educational trainings as scheduled
- Maintain a polished and professional personal image

Staff members may be required to perform additional job-related duties as assigned by management.

Qualifications

- Natural leadership and strong observational, analytical and feedback skills.
- Organizational skills.
- Excellent problem-solving skills, solution oriented.
- Ability to work under pressure; consistently displaying initiative.
- Computer knowledge
- Interpersonal skills
- Well spoken, polite and courteous at all times with guests and staff

Working Conditions

- Interacts with co-workers and clients and other outside organizations.
- Flexible work schedule. Some evenings and weekends will be required.
- Intermittent physical activity including walking, standing, sitting, and light lifting.