



POSITION DESCRIPTION:**Guest Service Coordinator**

Division/Department: Guest Service Representative
Reporting Relationship: Spa Manager, Director, Owner

Professional Objective: To perform all position responsibilities according to the spa program manual. Greet and welcome spa guests and assure an excellent first and lasting impression. Oversee and maintain the spa boutique and assure beautiful presentation and profitability. Communicate with Reservationists and coordinates work activities and guest flow within the spa.

Job Activities and Responsibilities:

- Maintain the reception area as indicated in the spa manual
- Greets and checks guests in and out
- Assists with stocking and maintaining the spa boutique
- Assists with inventory management and other organizational tasks
- Displays masterful knowledge of spa services
- Accurately enters point of sale data and quickly checks guests out
- Familiar with spa boutique inventory
- Promotes spa services and gift cards/certificates, advises on gift selection, maintains accurate gift sales data
- Provides gracious spa tours to visitors
- Maintains a beautiful physical environment within the reception area
- Facilitates effective workflow for technical staff
- Attends and participates in all general and team meetings
- Maintains a polished and professional image
- Assists other support team members when asked
- Able to perform the reservationist's position when necessary
- Attends all in house training and commits to outside continuing education
- Participates in all aspects of marketing/special events planning and execution
- Mentors/trains new team members to help them grow
- Ability to communicate with guests

Desired Qualifications:

- Experience in front line guest service (hospitality and retail highly desired)
- High school diploma or equivalent
- Basic computer skills and aptitude for mastering the spa software
- Good selling abilities
- Flexible schedule
- Professional image with gracious, warm, and genuine personality
- Skin care knowledge and understanding of the spa menu
- Good organizational skills and follow through
- Able to multi-task and improvise on the spur of the moment
- Bilingual

Behavioral Characteristics

- Strong guest service orientation
- Cheerful, upbeat personality
- Enjoys team environment and interaction with co-workers
- Excellent communication skills
- Flexible and cooperative
- High personal standards, good self esteem
- High energy, able to work in fast paced environment
- Good sense of time management
- Good sense of humor
- Self-motivated
- Seeks out knowledge and enjoys learning/strives for professional growth

Additional Information:

Physical environment/working conditions: Spa

Equipment/machinery used: phone, fax machine, computer, copy machine, inventory tracking equipment, credit card machines

Performance Measures & Expectations:

- Guest check-in process
- Guest check-out
- Call management
- Correctly and flawlessly implements the spa program
- Professional team communication
- Strong contribution to the team/spa
- Elegant image and appearance s
- Maintaining boutique and managing inventory
- Achieve spa boutique sales targets
- Achieve spa service volume target
- Achieve spa gift card sales target
- Achieve spa upgrades and VPG target
- Know menu and product knowledge

Other expectations are outlined in the performance review.