

# **SALON RECEPTIONIST POSITION DESCRIPTION EXAMPLE**

## **POSITION TITLE:**

Salon Receptionist

## **REPORTS TO:**

Manager/Area Manager

## **EMPLOYMENT BASIS**

Casual/ Part Time/ Full Time / Contractor

## **POSITION OBJECTIVE**

To provide all treatments on the Spa menu of services with a high standard of excellence and attention to guest satisfaction. Perform all the duties entailed in the daily operations of the Spa in an efficient manner by supporting other team members with a positive attitude and a strong work ethic

## **RESPONSIBILITIES**

- Greeting and welcoming customers in a friendly and professional manner.
- Tending to customer needs, inquiries, and complaints.
- Provide complimentary drinks to arriving clients
- Informing hairdressers and beauticians about customer appointments and requirements.
- Managing phone calls, emails, deliveries, and office inventory.
- Processing bookings and cancellations, and managing appointment schedules.
- Ensuring that the reception area is kept clean and professional.
- Assisting with marketing and sales by providing customers with information on promotions and new products and services.
- Processing transactions and issuing receipts. Performing administrative tasks such as filing, updating records, and logging transactions.
- Inform colleagues that their client has arrived and for what service or services
- Contact clients if staff member is sick and re-arrange appointments
- Using SMS appointment reminders, call clients to remind them of their appointment
- Call clients who are late for appointments and see if they are running late or are a no-show
- Check washroom facilities are stocked and clean
- Respond to online reviews daily and pass feedback onto management
- Co-ordinate and resolve client complaints
- Properly add clients email address and telephone number to salon scheduling software
- Keep the retail merchandising stocked
- Up-sell salon retail products when taking payments
- Prompt clients to book their next appointment

## **EXPERIENCE & QUALIFICATIONS**

- High school diploma.
- A minimum of one year's experience as a receptionist.
- Proficiency in administrative computer software such as MS Word, Excel, and Outlook.
- The ability to remain calm and professional in stressful situations.
- Strong marketing and sales abilities.
- Excellent customer service and skills.
- Consistent professional presentation and pleasant demeanour.
- Strong written and verbal communication skills.
- Exceptional time management and organizational abilities.

## **PERSON SPECIFICATION/SKILLS**

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Friendly and enthusiastic attitude
- Reliable and flexible attitude