



SPA RECEPTIONIST

Haven Spa & Salon is currently seeking a friendly, bright and motivated spa/salon receptionist to help oversee the front reception area. We are an established and busy spa/salon which provides only the best in customer service. As a Spa Receptionist you will be responsible for ensuring that guests of the spa receive a seamless and memorable experience; ensuring consistency of guest contact and follow up; educating guests on appropriate home-care recommendations; achieving sales goals, and spa business objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Booking appointments to best suit the client and their needs
- Coordinating with the spa and salon staff to ensure client satisfaction
- Greeting clientele and selling retail based products offered in the salon
- Cashing clients out after they have received their services
- Responsible for review of daily scheduling with Spa and Salon Supervisors
- Participate in effective, comprehensive and ongoing training programs for treatment procedures and product knowledge
- Stay current with industry trends, participate in spa and salon related educational activities
- Must be willing to work early and/or late hours in order to comply with operating times of the spa and salon (seven days/week, including all holidays)
- Will be required to perform miscellaneous tasks during downtime such as cleaning and restocking spa and salon common areas, laundry and other related duties
- Participate in program of promotional and educational events both internally for staff and externally for guests
- Maintain a workplace culture that places priority on exceptional guest service and employee satisfaction
- Develop and maintain effective and productive working relationships with all other departments in the hotel; may be called upon to participate in functions or activities outside the department

QUALIFICATIONS

- Experience as a receptionist in a spa and/or salon setting
- Experience using spa/salon booking software and point of sale systems
- Knowledge of spa/salon treatments and booking procedures to maximize facility utilization
- Knowledge of the best practices and industry trends is essential
- The ability to process high volumes of work quickly, efficiently and accurately
- The ability to provide the best customer service to our clients in a professional and courteous manor
- Excellent communication skills for a professional environment (verbal, written and problem solving skills)
- Excellent interpersonal, leadership and listening skills
- Working ability in MS Office (Excel, Word, Outlook)
- Ability to maintain appropriate record keeping for guests regarding treatments and product recommendations
- Must be adaptable to change and able to multitask calmly and efficiently, with an emphasis on follow up, cooperation and courtesy

If you are looking for a challenging and rewarding career, send in a cover letter and resume by e-mail in Word, rtf, text, or PDF to careers@sidneypier.com or send a fax to 250-655-9764. Quote the Position Title in the *Subject* line of your email or fax. We thank all applicants in advance. Only those selected for an interview will be notified.