SPA CONCIERGE

Job Description:

The **Spa Concierge** is responsible for orientating guests to the spa facilities usually by giving them a tour upon their arrival. They greet guests as they enter the facilities, and provide personal guest services. They are responsible for keeping the lounge, locker room, and other guest areas neat, clean and stocked with all amenities. Spa concierges can work in spas in luxury hotels, resorts, gyms, or private establishments.

Job Responsibilities:

* Be on time for shift and maintain consistent, regular attendance record.
* Issue spa lockers, robes and slippers to guests and then escort guests to their lockers.
* Provide orientation tour, explaining spa amenities offered and answering guests’ questions.
* Maintain a safe, clean and well-organized spa environment through consistent monitoring of the locker/facility area.
* Stock locker room supplies and amenities and maintain accurate supply lists and inventory sheets.
* Ensures adequate stock of supplies and equipment; inform management when stock is low.
* Review guest appointment/schedules as needed.
* Refill beverage dispensers and food bowls as necessary
* Utilize spa computers with skill and proficiency; document guest information in electronic record as directed.
* Answer the phone promptly and use the guest’s name throughout the phone conversation; operate phone system accurately and efficiently.
* 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; develop professional and personalized relationship with regular guests.
* Maintain complete confidentiality in all guest matters in accordance with company policy;
* Handle guests’ questions and concerns professionally and courteously.
* Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
* 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 guests in the spa that require attention.

Job Qualifications:

Receptionist qualifications are basic and do not require a specific degree, license, or certification.

* High school diploma
* Experience as a spa concierge

Opportunities as a spa concierge are available for high graduates without experience in which more than one spa concierge is needed in an area such that an experienced spa concierge will be present to mentor.

Job Skills Required:

* Basic computer skills, including printing, online faxing, emailing, and appointment scheduling.
* A professional attitude and appearance
* Strong written and verbal communication skills
* Ability to be resourceful and proactive when issues arise
* Strong organizational skills
* Multitasking and time-management skills
* Ability to prioritize tasks
* Customer service oriented
* Respect for client, customer, and visitor confidentiality