

INSERT LOGO

Job Description: Receptionist

Name:

Reports to: Operations or Spa Manager

Date:

Weekly Schedule: TBD

PURPOSE AND OVERVIEW:

Effortlessly coordinate incoming calls and patients in a timely manner. Understand the services and specials and be able to answer questions.

PRIMARY RESPONSIBILITIES:

Employee Performance:

- Timeliness - arrive ten minutes before scheduled shift
- According to dress code, with professional: hair, makeup and nails
- Positive, can-do team attitude!

Customer Service:

- Provide excellent customer service and calm attitude
- Welcome patients upon arrival within 30 seconds
- Check patients out efficiently/timely/correctly
- Answer the phone by third ring
- Watch the waiting room to ensure clients are taken back on time
- Stay on top of staff schedule and timeliness
- Be conscious of appointment time lengths when scheduling
- Straighten spa waiting room, entry, and restrooms hourly
- Sell retail to walk in clients

Clerical/Patient Charts:

- Prep charts with appropriate paperwork for patients
- Pull charts two days prior
- File charts daily

Product/Service Knowledge:

- Participate in continuing education
- Attend all mandatory trainings/meetings
- Know all current offers and specials
- Know and participate in spa incentive contests
- Become proficient on all spa services with first two weeks of hire

RECEPTIONIST

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Facility:

- Clean desk and waiting area (dust, arrange magazines, stock coffee bar)
- Stock retail shelves
- Abide by HIPPA requirements
- Stock desk with supplies
- Keep charts in appropriate order and deliver to the appropriate provider

Daily Cash Drawer:

- Manage daily cash drawer
- Reconcile daily Z-Out reports
- Make daily bank deposits

Benchmarks:

- Calls booked per hour: _____
- Add-ons per week: _____
- Retail sales production: _____

Direct Report: _____

Team Member Name: _____

Team Member Signature: _____

Mentor Buddy: _____

Date: _____

Start Date: _____

Weekly Schedule: _____

30 Day review (Date/Time): _____

60 Day review (Date/Time): _____

90 Day review (Date/Time): _____

RECEPTIONIST