

Job Description: Receptionist at The Couple Spa

Summary

At The Couple Spa, receptionists are incredibly important to the daily operations of the spa facilities. More importantly, they are an integral part of the guest experience, which is the cornerstone of the success of The Couple Spa. We're seeking a passionate and energetic person to fulfill this role part-time. The ideal candidate is a coachable individual that is willing to learn, even if he/she lacks the requisite skills at first. He or she will be expected to be organized and communicative, and not afraid to juggle responsibilities while quickly making decisions through prudent prioritization.

Although demanding at times, working as a receptionist at The Couple Spa is a fulfilling experience where he/she meets people from all walks of life with incredible stories to tell from all over the world – young love birds, married couples, celebrities, tourists/travelers, and hardworking New Yorkers, all looking to spend quality time with their favorite people at our spa. The atmosphere is a relaxing and soothing one that invites everybody to feel accepted for who they are. Unlike other establishments, The Couple Spa is not a noisy and hectic environment conducive to stress, and the receptionist will be working with gentle, kind, soft-spoken women.

Duties & Responsibilities

- Checking guests in and checking them out with a professional and amicable attitude
 - Showing hospitality, providing directions, and handling payments
- Preparing spa rooms for guests with care and attention
 - Setting up equipment, supplies and decorations
- Coordinating with coworkers & management to deliver services & treatments to guests
- Cordially making and answering phone calls, text messages, and emails
 - Providing information, surveying clients, making reservations, and closing sales
- Responding to online reviews/comments/messages and representing the spa accurately
- Managing our scheduling system and client database carefully and efficiently
- Inputting and organizing data into forms, tables and spreadsheets
 - Printing, copying and scanning documents
- Maintaining the cleanliness and organization of the spa's facilities and equipment
- Placing orders for equipment and supplies

Skills & Qualifications

- **MUST** be able to speak both English and Mandarin/Cantonese
- Able to communicate clearly and politely; dresses professionally
- Able to maintain composure and be patient during confrontations
- Able to type at 40 words per minute or more
- Experience with using computers and word-processing/spreadsheet software
- Able to prioritize and multitask under pressure
- Adept at organization and time management; attentive to details