

TITLE: **Guest Coordinator**

REPORTS TO: Leadership
SUPERVISES: None
SALARY GRADE: Hourly (Part-Time)

POSITION SUMMARY:

This position's primary responsibility is executing all functions of the front desk and secondary responsibility is maintaining the cleanliness of the salon.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Answers all incoming salon calls and books guest reservations accurately
- Contacts guests regarding schedule changes/conflicts
- Sends reminders to scheduled guests
- Manages the register (including opening/closing till)
- Checks out all guests
- Plays an active role in upselling and rebooking guests
- Opens and closes the salon following assigned procedures
- Responsible for the security of salon (key holding/alarm code position)
- Delivers excellent guest services to salon guests including but not limited to:
 - Greeting, scheduling, making coffee/beverages, keeping client information confidential
- Maintains the cleanliness of the salon including but not limited to:
 - Sweeping floors, vacuuming, laundry, folding towels, making hot/cold towels, washing dishes and salon tools, keeping the spa room ready for use, dusting shelves, cleaning mirrors, washing windows, sweeping outside storefront, cleaning bathrooms, taking out trash and restocking supplies (bathroom, coffee bar, spa room, front desk)
- Actively seeks out tasks (there is always something to be done)
- Regardless of location in the salon, the front desk must always be supervised
- Some duties may or may not be needed based on day and time worked
- Duties and responsibilities are subject to change
- Performs other duties as assigned

WORKING CONDITIONS:

Work is performed in a salon environment with little to no direct supervision. This position requires standing and continuous movement for long periods. Personal use of phone/technology is not permitted while working. The team member may be subject to lifting and exposure to fumes and chemicals. Management reserves the right to allow the use of personal technology for school (approval required).