



SPA CONCIERGE

SUMMARY:

Spa Concierge work closely with the Lead Concierge and additionally report to the Spa Supervisor and Spa Director. Spa Concierge work to ensure that the overall spa experience of each guest is optimal by focusing on ensuring that all guest service standards are upheld. Responsibilities include providing excellent guest service during all guest interactions to include phone calls, email correspondence, and in person interactions through the booking of spa reservations, completing confirmations, conducting retail sales, the processing of payments, and while assisting each guest during their spa visit. Spa Concierge are also responsible for confirming service provider schedules, assisting with guest recovery, opening & closing the spa, and communicating all spa happenings via the daily recap.

DUTIES AND RESPONSIBILITIES:

- Ensuring consistency of service and safety protocols and guest satisfaction at all times
- Provide continuous communication throughout each day, providing constructive information to the back of the house team members, other Spa Concierge, and Spa Director
- Manage all phone and email reservations and all guest inquiries
- Operate point of sale system to ensure accurate transactions are made
- Actively sell retail and upsell spa services with a soft sales approach
- Provide detailed, personal care with each spa guest to ensure a 5 star guest service experience
- Manage spa appointment books for errors, rooming issues, or potential staffing needs
- Communicate scheduling issues and appointments with service providers as they are booked and during call confirmations
- Ensure all verbal and written communication is completed and follows spa standards
- Assist in maintaining the tidy appearance of the retail boutique, concierge desk, and all other spa areas as able to do so
- Complete all specified shift tasks noted on the Concierge “pass-off” and complete drawer counts
- Handle cash with care, ensuring cash balance is always accurate
- Conduct opening and closing tasks by following all points of the SOP’s related to each
- Complete shift recap
- Support safe work habits and a safe working environment at all times
- Other duties and jobs may be assigned as needed by supervisor

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Preferred 2 years resort/hotel or salon/spa experience
- Previous reception and point of sale experience
- Excellent verbal, written, and communication skills
- Must be adaptable to change and be able to multitask calmly and efficiently, with an emphasis on follow up, cooperation, and courtesy
- Knowledgeable of the spa environment and experience
- Outstanding interpersonal, guest service, listening, and problem-solving skills
- Must be highly organized and detail oriented
- Knowledgeable of computer booking software, POS, and Microsoft office programs
- Must meet legal age requirements for the position.
- Must be able to work independently
- Must provide valid document(s) to work in the US

EDUCATION/EXPERIENCE:

- High school diploma or equal to a GED; two years' experience in related field

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required.

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.

- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.