



## Job Description

TITLE: Spa Receptionist

FLSA Classification: Non-Exempt

REPORTS TO: Spa Director  
Spa Supervisor  
Lead Therapist

SUPERVISORY RESPONSIBILITIES: None

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### Position Summary:

The Spa Receptionist is responsible for providing guest services regarding aspects of the spa front desk. These will include:

- Greeting guests with direct eye contact and a smile, welcoming them to ASCENT SPA
- Make guest reservations for spa services
- Enroll guests in special programs or memberships
- Answer telephones in 3 rings and provide proper response (appointment booking, answer questions)
- Receive payments for goods and services and properly account for all transactions and monies. Reconcile daily sales, deposits and receipts as outlined in Standard Operating Procedures and Protocols
- Communicate and inform co-worker(s) of any and all pertinent information throughout shift and at shift close.
- Handle and assist as needed with guest recovery and issues. Respond with management as directed.
- Maintain facility by checking equipment, refreshing linen, light cleaning, maintain retail inventory on display
- Ensure proper coverage of desk when it is necessary to leave area
- Assist as needed with lifting and storing equipment, product displays and preparing for special events

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Position Responsibilities:

- Maintain the Delaware North Companies *GuestPath* Universal Standards of Service; Mission Statement; Standards and Expectations, Delaware North Companies Code of Conduct, and Tenaya Lodge Brand Standards.
- Adhere to all policies set forth by Tenaya Lodge and Delaware North Companies, Inc.
- Communicate effectively with peers, management, line and front of house employees.
- Maintain a High level of product knowledge. Understand all product ingredients and effectively explain their benefits to guests. Answer all guest questions in a knowledgeable and professional manner.
- Demonstrate a high level of guest service.
- Ability to suggest other beneficial treatments/services offered by ASCENT SPA.
- Assist guests and suggest home care program and products.
- Participate in all spa treatment and service training programs.
- Regularly attend meetings (including): daily communication, service, monthly department meetings.
- Perform all related duties as required.
- Perform duties in a safe manner, routinely observing all safety procedures.
- Report accidents and injuries in a timely manner.
- Report all unsafe conditions.
- Perform all side work as assigned.
- Cleans and disinfects all equipment on a daily and by use basis.
- Be responsible for the cleanliness of the immediate work area as well as the general property.
- Subscribe to proper grooming, dress and uniform standards as set forth by Tenaya Company policy.
- Be courteous to all guests and co-workers.
- Maintain behavior consistent with sexual harassment/hostile work environment policy as dictated in the Employee Handbook.

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Position Qualifications:

- Customer Service experience, preferably in a spa environment
- Previous cash handling experience
- Excellent communication, customer service skills and work ethic
- Proficient in appropriate computer skills and office equipment
- Ability to handle multiple tasks simultaneously
- Ability to explain services and products to guests
- Retail Sales experience and skills
- Work assigned schedules
- Professional manner and appearance
- Excellent verbal and written skills

- Team player
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Physical Requirements:

- Availability when facility is open: This could include nights, weekends, and holidays.
- Ability to stand for long periods.
- This position requires the ability balance, stop, reach, stand, walk, push, pull, and lift.
- The employee will be required to work around chemicals, fumes and orders.
- May occasionally lift and/or move up to 25 pounds.
- Awareness of proper body mechanics to prevent injury.