

The Arlington Resort Hotel & Spa

Job Description

Job Title: Beauty Salon Receptionist
Department: Beauty Salon
Reports To: Beauty Salon Manager

Approved By: 
Approved Date: 4/22/14
Classification: Non-Exempt

Job Summary

Perform all desk related functions including but not limited to checking guests in and out, making reservations, and giving recommendations in a very positive and friendly manner.

Essential Duties and Responsibilities

- Greet and welcome each guest, this is the first impression of the salon.
- Make reservations for salon services.
- Answer telephone within 3 rings and use polite phone etiquette.
- Receive payments for goods and services and reconcile at the end of shift according to hotel policy.
- Maintain high level of product knowledge, in order to answer guest questions and encourage sell of product and services.
- Communicate with co-workers any pertinent information.
- Respond courteously to guest complaints. If complaint is bigger than the scope of your authority take the matter to management.
- Have knowledge of all hotel facilities, services, and hours of operation.
- Have knowledge of entertainment and special events scheduled in the hotel.
- Must be flexible to work any shift, including weekends and holidays.
- Maintain a clean and neat reception area.
- Adhere to hotel's dress code policy.
- Perform other related duties as assigned.

Minimum Qualifications

- Prior reception and handling of a large cash drawer experience preferred.
- High school diploma or GED.
- Computer skills and experience using various programs.
- Professional and positive demeanor.
- Excellent communication and organization skills.
- Ability to work cohesively with co-workers as part of a team.
- Detail oriented.

Physical Requirements

- Moderate lifting
- Sitting for long periods of time.
- Hand and finger dexterity

Employee Acknowledgement and Agreement of Job Description

Employee Printed Name

Employee Signature

Date

Supervisor Signature

Date