



Job Title: Spa Reservationist
Department: Spa
Reports To: Spa Director / Spa Manager / Spa Supervisor
FLSA Status:

SUMMARY

This individual will assist the Spa guest by booking individual and group appointments and provide the guest with information about the Spa services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Answer guest inquiries regarding Spa services, via the phone and e-mail.
- Book individual & group appointments.
- Write out gift certificates and input information into Pro Solution.
- Do excel spreadsheet to submit paperwork to Night Audit.
- Forward Spa information via e-mail at guest request.
- Communicate with Spa Sales Manager and relay information to Director concerning group needs.
- Regular and prompt attendance as well as the ability to work the schedule as defined and overtime as required. Any problems punching in or out must be reported to your supervisor immediately.

OTHER

Performs related duties as assigned.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

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

This position will require you to stand or walk under 1/3 of the time and sit over 2/3 of the time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Acknowledgements The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Employee Signature _____

Manager Signature _____

Date _____