

**ELLE MARIE HAIR STUDIO
GUEST SERVICES ADMINISTRATOR**

Job Description

Job Title: Guest Services Administrator

Report To: GSA Lead/Assistant Manager

Position Purpose: This position is responsible for providing a great first and last impression in customer care, offering salon guests additional service opportunities, as well as assisting guests in understanding our products, specials, and company programs, while following all company policies and procedures.

DUTIES AND RESPONSIBILITIES: (including, but not limited to)

Guest Care

Customer Service Phone skills – the commitment to using our branded scripts: unique phone greeting, making appointments, confirmation calls, rescheduling, answering questions regarding services, pricing, level system, handling upset guests, all with professionalism and using our customized scripts when applicable. Salon tour / New Client Welcome Gift – following through with our planned script for our salon tour, new client welcome gift, and introducing guest to our loyalty program, referral program, etc. Greeting Guest – all guests are checked in, and then told about current specials and promotions. Offer coffee, take coat, etc. Closing – following through with salons recommended scripts and procedures for offering retail/homecare options, scheduling next visit, offering more service choices to upgrade the guest experience. Handling Upset Guest – following through with our specific scripts and procedures.

Sales

Upselling Services Specials and Promotions
Rebooking
Continued product training
Retail
Gift Cards
Referrals

Tracking / Goals / Rewards

Each Guest Service Administrator is responsible for focus and effort in hitting their monthly goals by being consistent with scripting and offerings. When goals are met, rewards are given monthly. Each Guest Service Administrator is responsible for tracking on a DAILY, WEEKLY, MONTHLY BASIS.

Cleanliness and Organization Reception / Seating Area

Maintaining clean and clutter free area at all times.

Front Desk – maintaining clean and clutter free area. No drinks or food ever behind the desk.

Office Area – this area is off limits unless with manager or salon owner

Guest Restrooms – checked 4 x a day, clean, refill soap, towels, etc.

Break Room – clean up after yourself when on break, lunch, etc. Refrigerated items need to be taken home at end of day.

Job Specifications Brand Code/Dress Code

The ability to maintain and present a fashionable, professional image following our brand code requirements of dress, hair, etc.

Continued Education – learning new products, services and creating scripts to professionally offer these items, as well as customer service workshops. The ability to work independently, as well as work as a team. The ability being self-motivated and find productive activities during slower periods of business. The ability to build and maintain positive, healthy interpersonal relationships with other team members.

Special Position Requirements

Monthly team meetings Occasional workshops off-site One-on-one meetings / review tracking/goals

Working Conditions

On a regular basis, requires the ability to walk, ability to stand for 8 – 10 hours, reach with hand and arms, ability to lift and/or move 50lbs, tolerate salon chemicals and fragrances. On an occasional basis, requires the ability to climb a ladder and balance. On a frequent basis, requires the ability to stoop, kneel, and crouch.

Knowledge and Skills Required:

- Energetic, motivated, sales driven with a warm, bubbly personality, positive attitude and strong work ethic
- Friendly and easy going
- A good head for business and sincere people-pleasing way
- Strong work ethic and attention to detail; with the ability to organize
- Excellent customer service skills and the ability to deal with the general public
- Excellent time management skills
- Strong PC skills and Point of Sale experience
- Must be able to multi-task, manage people and impress every guest, every visit.
- Excellent verbal skills
- Team Player
- Dependable
- Strong Communication and interpersonal skills
- Organized
- Neat in appearance
- Must have a flexible work schedule and able to work evenings and weekends