



Example of Spa Concierge Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is looking for a spa concierge. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for spa concierge

- Be knowledgeable in Spa Therapy
- Work with related hotel departments to ensure efficiency in meeting guest needs
- Work in a non-supervised environment and take ownership for independent decisions made in the best interest of the guest experience
- Booking, changing or canceling spa appointments and programs accurately
- Handling all POS (Point of Sale) processing to check Guests in and out
- Processing gratuities
- Offering assistance to Guests for all spa, fitness and wellness needs
- Accurately schedule all spa and salon reservations, changes, cancellations in Spa Soft
- Instructs guests where they may change and/or dress for treatments and experiences
- Maintain all guest lounge and deck areas in neat condition

Qualifications for spa concierge

- Experience in Spa/Salon scheduling with a strong customer service background preferred
- High school plus minimum one year of relevant spa or retail experience preferred
- Receive and deliver food and beverage orders in all FB areas
- Collect payment and ensure proper settlement of checks
- Participate in plate-up/presentation of select food and beverage items as

- Be able to describe beer, wine and liquor options on the hotel alcoholic beverage list to sell to guests and respond to guest inquiries