



# Example of Spa Concierge Job Description

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Our growing company is looking to fill the role of spa concierge. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for spa concierge

- Must maintain client and spa business confidentiality/privacy at all times
- Schedule flexibility is needed to work 2 to 3 days per week
- Greet guests and offers assistance and/or instruction in the use of the Spa facilities
- Understand and promote Spa menu and services
- Maintain cash bank
- Perform booking services via Spa software and navigate hotel software such as LMS
- Maintain Spa retail space and keep in attractive condition
- Maintain par stock levels for Spa retail and reception supplies
- Report any safety hazards to supervisor
- Provide exceptional service to guest that differentiates us from the competition

## Qualifications for spa concierge

- Minimum 6 months guest service experience required, preferably in a hotel or spa environment
- Prior experience in a customer-oriented atmosphere, preferably in a hospitality field required
- Should be detail oriented with above average organizational skills
- Must be able to work independently, while also following set policies and procedures
- Must be able to deal with people in a professional manner under pressure

