

Salon Coordinator / Receptionist Job Description

Title:	Salon Coordinator / Receptionist
Reports to:	Director / Manager
Function:	Provide support to the salon team members, together with excellent interpersonal skills in all guest and staff contacts.

Qualification(s) Required:

- ✚ Proven organisational skills
- ✚ Ability to handle all receptionist requirements including:
 - Guest bookings, etiquette & phone manner
 - Monetary transactions at reception
 - Salon services menu on computer
 - End of day cashing up
 - Banking duties
 - Proven employee management skills
 - Customer Service Experience (3-5 years experience)
 - Must hold a license

Primary Tasks:

Provide energetic and positive guest focused services at all times	Cleaning of salon equipment, furniture and washing of capes and towels
Provide reception and telephone support to the salon and its clientele	Provide assistance to other team members and management as required
Opening and closing of the salon - if necessary	Maintain an up to date and accurate knowledge of the salon products and services
Keep reception desk organised and neat	Responsible for nominated administration tasks and salon documentation
Confirm appointments	Maintenance of recognised workplace health and safety requirements
Provide assistance with basin procedures, technical work, styling and guest comfort	Stock control and inventory
General salon cleaning of all surfaces	Weekly and monthly performance reporting
Maintenance and sales of retail products and treatments	Employee management
Management of staff calendars and rosters	Personal assistant to the owner
Keeping employees accountable	

Additional Expectations:

- Arrival at work 15 minutes prior to shift start
- Do not depart from the salon unless all salon cleaning is completed
- Close guest retail sales
- Rebook every guest
- Book every guest as soon as possible if not immediately
- Be a role model for your colleagues
- Participate in positive and encouraging workplace environment

Direction / Supervision:

Provided by Director

Selection Criteria:

- Professional presentation and experience in managing a team of people in the salon
- Ability to maintain a high level of organisational and time management skills and work under pressure in a busy salon environment
- Excellent communication skills and the ability to develop strong guest relationships
- Ability to work both individually and as an essential member of a focused and productive team
- Ability to maintain a high degree of flexibility and adaptability to work in a changing environment
- Ability to work to our salon policies and procedures
- Ability to prioritise workload and achieve suitable outcomes and set projects
- Ability to build, maintain and manage a strong guest base by being flexible, accommodating and ensuring the appointment book is time efficient
- Ability to delegate fairly
- Ability to uphold salon standards during normal daily routines, and at training

Key Performance Indicators:

- Salon services targets
- Salon retail – to ask every guest if they need to take any retail products
- Salon rebooking targets – to request each guest if they would like to rebook
- Presentation of the salon – including front desk and reception
- Maintenance and application of all relevant management competency standards
- Achieve satisfactory outcomes from guest feedback and survey methods
- Achievement of salon objectives, goals and service standards
- Attendance and positive input at salon meetings and strategic planning sessions

Measurement Process:

- Salon services and retail targets monitored via IT/POS system
- Internal audits on salon administration and documentations
- Competency based assessment
- Staff evaluation via face to face and written methods
- Results from salon management projects
- Daily reconciliation report completed and left in office daily or appointed area
- Assessment of participation at salon management meetings and implementation of open communication channels via internal auditing

Performance Review Process

- Participation in performance reviews every 4 weeks and 12 weeks
- Participation in bi-annual performance appraisals