



Job Title: Receptionist
Employee status: Full-time, Part-time
Reports to: Owner

Summary: A Brow Betty receptionist is a vital position to a successful salon. You, as the receptionist, give the first and last impression to everyone who passes through the door. All clients and customers come first and it is your responsibility to create a balance of all daily duties. It is your role to facilitate the vision of having fun doing business by sharing your passion for the salon and to communicate that to the clientele.

Educational requirements:

- Endorsed high school diploma with a basic background in computer skills. Customer Service experience is necessary.

Responsibilities:

- Customer Service. Greet all clients and customers within the first 10 seconds with a smile. Make them feel comfortable and welcome. All new clients are given a menu and brief verbal tour or walk through of the salon. Always ask if they have been in before and if not walk them through our system of health forms and services. If they have, make sure and check them in efficiently and then offer a beverage or treat reading material and then let them know a timeframe and show a seat to them to wait comfortably.
- Handle all phone calls professionally.
- Book appointments as needed and make sure to get the client's name, phone number, service, any requests and how to confirm with them...and then repeat back to them
- Confirm all appointments.

- Communicate product knowledge to clients with confidence. Have knowledge of all services offered and their prices.
- Check in clients. Clients are to be checked in after being greeted. Check in includes gathering data for client file. All data for that day is to be entered before the end of your shift.
- As a receptionist, you will be responsible for handling all financial transactions of our clients. You will have complete understanding of our POS mind/body system as well as the Credit card terminal and their functions.
- Gift Cards will be issued and monitored.
- Proper maintenance of the cash drawer is expected.
- New inventory shipments will be promptly checked into stock.
- The voicemail/online bookings are to be attended first thing in the morning and calls will be promptly returned.
- It is the receptionist duty to close out the POS terminal and CC terminal at the end of day.
- Maintenance of the reception area, waiting area, restrooms, back room and display units are also responsibilities.

How to apply:

Send or email your resume', cover letter and/or any other relevant materials to:

jackiemans@browbetty.com

Due to our high volume, **NO PHONE CALLS PLEASE.**

