



POSITION DESCRIPTION: GUEST RELATIONS TEAM LEAD

Division/Department: General Spa

Reporting Relationship: Spa Management

Location of Employer: Tampa, Florida

Job Classification: Management

Employment Status: Full-Time

Pay Structure: Hourly + Bonus

Professional Objective: As a Guest Relations Team Lead, you will play a crucial role in ensuring exceptional guest experiences while maintaining high service standards. You will lead a team of guest relations associates, oversee daily operations, and serve as a point for contract for guest inquiries and concerns. The Guest Relations Team Lead will work closely with the management team to uphold the spas' reputation for excellence and create a welcoming and relaxing environment for guests.

Position Activities and Responsibilities:

Guest Service Excellence:

- Provide exemplary customer service, ensuring all guest interactions are professional, friendly, and personalized
- Lead by example, setting high standards for the guest relations team
- Handle escalated guest inquiries, complaints, and requests, resolving issues promptly and effectively
- Monitor guest feedback and reviews, taking appropriate actions to address any areas of improvement
- Provides gracious spa tours to visitors that lead to sales
- Displays masterful knowledge of spa experiences, service menu and retail products to guests
- Monitors performance and achieve targets
- Efficient at making guest reservations, checking guests in and out
- Requests social media likes and testimonials
- Actively builds strong guest relations leading to high retention rate
- Gathers and inputs guest data and manage guest records
- Facilitates effective guest transition flow for therapy team
- Able to maneuver through software programs quickly and effectively
- Familiar and knowledgeable with spa boutique inventory to assist guests



Team Leadership & Development:

- Supervise and mentor the guest relations team, providing guidance and support in their daily tasks
- Coordinate team schedules and ensure adequate coverage to meet guest demands
- Conduct regular performance evaluations, provide feedback, and identify training and development needs
- Foster a positive team environment, encouraging collaboration, open communication, and a strong work ethic

Spa Merchandise & Management:

- Maintains a beautiful physical environment within the reception area
- Patrols the facility to ensure presentation is immaculate
- Maintains refreshment bar and ensures adequate stock of necessary supplies
- Performs opening and closing duties
- Promotes spa services and gift cards/certificates, advises on gift selection, and maintains accurate gift card sales data
- Assist with merchandising and maintaining the spa boutique inventory and displays
- Prepares promotional presentations and displays
- Completes daily checklist of cleaning obligations abiding by all county, state and local laws and regulations regarding sanitation, cleanliness and safety
- Assists with laundry and spa cleaning, even if an assistant is available
- Follows linen procedures
- Assists with inventory management and other organizational tasks
- Interacts cooperatively with other spa team members to provide the ultimate spa experience
- Assists other support team members as needed
- Participates in all aspects of marketing/special events planning and execution
- Mentors/trains new team members to help them grow

Desired Qualifications:

- Experience in front line guest service (hospitality and retail highly desired)
- High school or college diploma
- Computer skills and aptitude for mastering spa software
- Good selling abilities
- Flexible schedule
- Professional image with gracious, warm, and genuine personality
- Skin care knowledge and understanding of the spa menu
- Good organizational skills and follow-through
- Ability to multi-task and improvise as needed



Professionalism:

- Presents a warm, gracious and professional persona to guests and co-workers
- Always maintains a smile
- Treats all team members professionally
- Maintains a polished and professional image
- Practices the highest standard of sanitation, neatness and visual presentation
- Attends and participates in all general and team meetings
- Adheres to high professional standards in dress, grooming, language and lifestyle

Behavioral Characteristics

- Strong guest relations, warm and friendly
- Self-motivated, driven and passionate about the spa industry
- Cheerful, upbeat personality
- Strong work ethic
- Enjoys team environment and interaction with co-workers
- Excellent communication skills
- Flexible and cooperative
- High personal standards and good self-esteem
- Good sense of time management, prompt, orchestrates tasks effectively
- High energy with ability to work in a fast-paced environment
- Good sense of humor
- Seeks out knowledge and enjoys learning
- Strives for professional growth
- Pays attention to detail
- Good organizational skills and follow-through
- Ability to multitask and improvise as needed

Additional Abilities:

Knowledgeable and skillful in spa equipment and machinery: including phone, fax machine, computer, copy machine, inventory tracking equipment, and credit card machines