

# GUEST SERVICE SPECIALIST

**LOCATION:** Crystal, MN

**EXPERIENCE LEVEL:** Entry level to Experienced

**SHIFTS AVAILABLE:** Full Time

## SUMMARY

The main responsibility of this position is to provide outstanding customer service to Fantasia Salon guests and perform front desk duties in accordance with Fantasia Salon's performance and service standards. The Guest Service Specialist will start out in training, and as key tasks and responsibilities are mastered, will be promoted within. Key accountabilities of this position include those tasks listed below combined with ensuring positive, uplifting experiences for all customers, being a resource to guests, artists and therapists, and upholding Fantasia Salon's Mission.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions as we are an inclusive environment and celebrate individuality.

- Promote service & retail sales
- Ensure superior salon service
- Accurately account for all currency transactions daily
- Self-starter and able to take initiative
- Computer proficient
- Meet / greet clients and attend to their needs before appointment
- Knowledgeable about and enthusiastically promote all salon services & retail products
- Keep abreast of industry trends with continued education.

We value individuality. Fantasia Salon is an inclusive environment.

