

## Job Description

**Position Title:** Guest Service Coordinator

**Reports to:** Manager

**Objectives:** To create the ultimate guest experience by performing the duties outlined below

**Purpose Statement:** We are here to provide “temporary euphoria” to each and every guest each and every time

**Vision:** For the community we live in to think of our business in the highest regard

**Core Values:** Each guest has value as a person

<b>Accountability</b>	<b>Result</b>	<b>Duties</b>
<i>Appointment Scheduling</i>	<i>Satisfied guest</i>	<ul style="list-style-type: none"> <li>• <i>Schedule appointments on phone in an efficient and timely manner</i></li> <li>• <i>Always obtain a contact number</i></li> <li>• <i>Pre-book. Check on existing appointments</i></li> <li>• <i>Move guests forward</i></li> <li>• <i>Provide options if initial request is not available</i></li> <li>• <i>Familiarity with the books in the near future</i></li> <li>• <i>Ensure the proper flow for guests receiving multiple services</i></li> <li>• <i>Proper use of waiting list</i></li> <li>• <i>Appointment Confirmations</i></li> </ul>
<i>Greeting Guest</i>	<p><i>“Wow, I really Matter”</i></p> <p><i>Excellent Service</i></p>	<ul style="list-style-type: none"> <li>• <i>Smile, Smile..SMILE</i></li> <li>• <i>Welcome guest</i></li> <li>• <i>Acknowledge by name</i></li> <li>• <i>Provide comfort</i></li> <li>• <i>Professional, Positive language at all times</i></li> <li>• <i>Be aware of guest activity after they leave the front.</i></li> <li>• <i>Offer drinks and value added services</i></li> <li>• <i>Recognize guest waiting, even if involved with another guest</i></li> <li>• <i>Close sale on products</i></li> <li>• <i>Ask about their experience; Each guest should leave satisfied</i></li> </ul>

<i>Retail</i>	<i>Maintained Shelves</i>  <i>Educated Staff</i>	<ul style="list-style-type: none"> <li>• <i>Pull products forward</i></li> <li>• <i>Dust and Clean shelves during quiet intervals</i></li> <li>• <i>Product knowledge exams</i></li> <li>• <i>Value added services</i></li> <li>• <i>If you do not know, consult and find out.</i></li> <li>• <i>Assign Rep to correct service provider</i></li> </ul>
<i>Co-Worker Relations</i>	<i>"Perfectly Oiled Machine"</i>	<ul style="list-style-type: none"> <li>• <i>Think first to understand, then to be understood</i></li> <li>• <i>Respect individual differences</i></li> <li>• <i>Recognize others strengths</i></li> <li>• <i>Speak only with the highest respect for co-workers</i></li> <li>• <i>Resolve conflict. Ask for mediation if necessary</i></li> <li>• <i>Communication</i></li> <li>• <i>Inform service providers their guest have arrived</i></li> </ul>
<i>Value Added Services</i>	<i>Temporary euphoria</i>	<ul style="list-style-type: none"> <li>• <i>Be aware of the value added services</i></li> <li>• <i>Perform them on each guest</i></li> </ul>
<i>Owning your job</i>	<i>Owning your job</i>  <i>Excellent Service</i>	<ul style="list-style-type: none"> <li>• <i>It is always your responsibility, No exceptions.</i></li> <li>• <i>Finish what you start</i></li> <li>• <i>If you see it, you take care of it</i></li> </ul>
<i>Professional Image and Attitude</i>	<i>Preserve the Integrity of Lavish</i>	<ul style="list-style-type: none"> <li>• <i>Positive upbeat attitude</i></li> <li>• <i>Professional Image/ Appearance</i></li> <li>• <i>Use and Promote Aveda</i></li> <li>• <i>Friendly and outgoing</i></li> </ul>
<i>Opening and Closing</i>		<ul style="list-style-type: none"> <li>• <i>Open All Doors</i></li> <li>• <i>Turn on lights &amp; music</i></li> <li>• <i>Make sure travelers for each stylist are printed for the day</i></li> <li>• <i>Clean and organize desk—(guests can see what is behind</i></li> <li>• <i>Review books and note any possible conflicts that may arise</i></li> <li>• <i>Maintain Cash drawer</i></li> <li>• <i>Refreshments</i></li> <li>• <i>Turn off lights &amp; music</i></li> <li>• <i>Closing procedures</i></li> <li>• <i>Print travelers for following day</i></li> <li>• <i>Lock up</i></li> </ul>