

<b>Position Title:</b>	<b>Receptionist</b>
<b>Name:</b>	
<b>Manager:</b>	
<b>Schedule:</b>	
<b>Date:</b>	

<b>Objective:</b>	Effortlessly coordinate incoming calls and patients in a timely manner. Understand the services and specials and be able to answer questions.
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**Responsibilities:**

**Employee Performance**

Timeliness - arrive ten minutes before scheduled shift  
According to dress code, with professional: hair, make up and nails  
Positive, can-do team attitude

**Customer Service**

Providing excellent customer service and calm attitude  
Welcome patients upon arrival within 30 seconds, even if on phone  
Check patients out efficiently/timely/correctly  
Answer phone by third ring  
Watch waiting room to assure clients are taken back on time  
Stay on top of staff schedule and timeliness  
Be conscious of appointment time lengths when scheduling  
Straighten spa waiting room, entry, and restrooms hourly  
Sell retail to walk in clients

**Clerical/Patient Charts**

Prep charts with appropriate paperwork for patients  
Pull charts two days prior  
File charts daily

**Product/Service Knowledge**

Participate in continuing education  
Attend all mandatory trainings/meetings  
Know all current offers and specials  
Know and participate in spa incentive contests  
Become proficient on all spa services with first two weeks of hire

**Medspa Schedule/ Patient Calls**

Calling patients for events  
Calling patients for promotions  
Make reminder calls one day prior to appointments  
Coordinate patient messages to appropriate providers

**Facility**

Clean desk and waiting area (dust, arrange magazines, stock coffee bar)

Stock retail shelves  
Abide by HIPPA requirements  
Stock desk with supplies  
Keep charts in appropriate order and deliver to the appropriate provider

**Daily Cash Drawer**

Manage daily cash drawer  
Reconcile daily Z-Out reports  
Make daily bank deposits

**Benchmarks**

Calls booked per hour: \_\_\_\_\_  
Add-ons per week: \_\_\_\_\_  
Retail sales production: \_\_\_\_\_

<b>Employee Signature:</b>	
<b>Date:</b>	
<b>Managers Signature:</b>	
<b>Date:</b>	