

Position Title:	Receptionist
Name:	
Manager:	
Schedule:	
Date:	

Objective: Effortlessly coordinate incoming calls and patients in a timely manner. Understand the services and specials and be able to answer questions.

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: _____

Employee Signature:	
Date:	
Managers Signature:	
Date:	