

## Spa Receptionist - Fluency in Turkish is Required

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Company: JW Marriott

Location: Ankara

Category: other-general

### POSITION SUMMARY

Schedule services for individuals and large groups using spa/salon reservations software system. Call guests to confirm scheduled services. Answer questions about available services. Update the reservations/cancellations list throughout the day, inform providers of last-minute changes, and resolve scheduling issues as needed by working with supervisor/manager. Check in guests for appointments, confirm first and last name, and provide general spa orientation to guests upon arrival. Promote and sell spa/salon services. Obtain assigned bank and ensure accuracy of contracted monies, obtain change required for expected business level, and keep bank secure at all times. Process guest payments for spa/salon services and obtain payment authorization as needed. Accept and log cash tips for employees. Balance, scan, and drop receipts with Accounting. Notify Engineering of maintenance and repair needs.

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