

Job Description: Receptionist

Title: Receptionist

Full time/37.5hrs per week

Starting Salary: £8.21 per hour

Location: Ecclesall Road, Sheffield

Main Purpose of Role:

To provide excellent customer service to all our clients and book hair and beauty appointments accurately and efficiently.

Report Structure

You will report to the Reception Manager.

Key Responsibilities

- To ensure every client receives a warm welcome and exceptional client care throughout their visit.
- To book client appointments accurately and efficiently on the booking software.
- To ensure daily job sheets are completed and the expected standards of client care and salon cleanliness are met at all times.
- To actively promote the salon's services, products and events.
- To actively work towards departmental and salon retail and service targets.
- To create and maintain accurate client records within the booking software, ensuring all client data is handled in accordance with GDPR .
- To respond to all client queries in a timely and professional manner, via telephone, email and social media.
- To maintain the retail area, ensuring all products are correctly displayed and priced.
- To maintain stock levels of stationary and printed materials.
- To accurately record absence, sickness, lateness and overtime for all employed staff members and pass this information to the Commercial Director at the end of each month.
- To handle client complaints in a timely and professional manner, referring where necessary to an appropriate member of staff.
- To advise clients of the salon's policy regarding skin sensitivity testing prior to colour services and certain beauty treatments and to carry out such skin sensitivity testing in accordance with company policy.
- To ensure appropriate records are kept of incidents and accidents.
- To co-ordinate the safe and efficient evacuation of the building in case of fire or other risk.
- To assist with stock control, ordering and counting.
- To accurately handle cash, reconcile tills and secure takings in line with company policy.
- To secure the building at close of business in line with company procedure.

- To keep up to date with current promotions and new products and services.

Training and Communication

- You are required to attend all agreed communication forums, e.g. team meetings, reviews.
- You are required to attend all appropriate training to develop knowledge, techniques and skills relevant to your role.

Safety and Security

- You are required to adhere to company policies and procedures relating to health and safety
- You are required to handle all company monies, vouchers and stock in a secure, accurate and diligent manner, in line with company policy.

Company Contribution

- Whilst in the employment of Conrad Blandford Hairdressing Ltd you must have the company's best interests at heart and work at all times to this end.