



# AVA DAVIS

## Spa Coordinator

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### PROFESSIONAL SUMMARY

Passionate Spa Coordinator with 7 years of experience in optimizing guest experiences through personalized service and efficient operations. Proven expertise in scheduling, inventory management, and team leadership, ensuring a tranquil and inviting environment. Committed to enhancing client satisfaction and loyalty by delivering exceptional service and promoting wellness initiatives.

### WORK EXPERIENCE

**Spa Coordinator** Feb / 2020-Ongoing  
*Seaside Innovations* Santa Monica, CA

- 1. Managed daily operations of the spa, ensuring a seamless guest experience.
- 2. Assist in the development and implementation of spa policies to enhance service quality.
- 3. Monitor inventory levels and coordinate with suppliers to ensure product availability.
- 4. Conduct regular training sessions for staff on service standards and product knowledge.
- 5. Utilize spa software for appointment scheduling and client management.
- 6. Collect and analyze customer feedback to continuously improve spa services.
- 7. Implement health and safety protocols to maintain a clean and safe environment.

**Spa Coordinator** Feb / 2018-Feb / 2020  
*Crescent Moon Design* Portland, OR

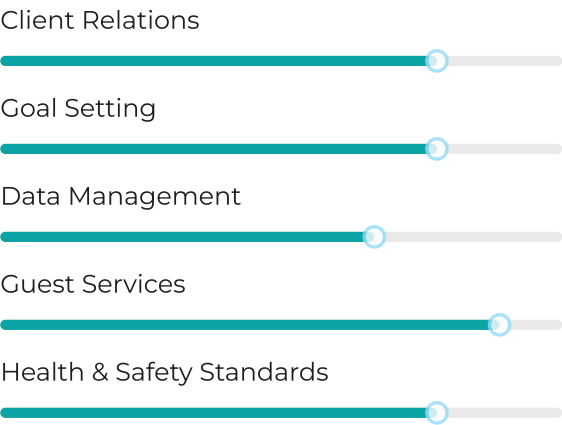
- 1. Greet all members and guests as they enter the spa with a warm and welcoming demeanor.
- 2. Consult members on services and products that will help them reach their health/wellness/beauty goals.
- 3. Meet sales goals and quotas to maintain position and optimal commission levels.
- 4. Check in all members into appointments and set them up in service rooms efficiently.
- 5. Help maintain cleanliness of the spa to provide an exceptional customer experience.
- 6. Keep up with all product and service training as provided and outlined.

### EDUCATION

**Bachelor of Science in Hospitality Management** Feb / 2016 - Feb / 2018  
*University of Southern California* Denver, CO

Focused on customer service excellence and spa management principles.

### SKILLS



### INTERESTS

- Gaming
- Fashion
- Film
- Technology

### STRENGTHS

- Fairness
- Flexibility
- Forward-thinking
- Gratitude

### LANGUAGES



### ACHIEVEMENTS

- Increased client retention by 25% through personalized follow-ups and tailored service recommendations.
- Successfully managed spa operations, resulting in a 30% increase in service bookings over 12 months.
- Implemented a new scheduling system that reduced appointment overlaps by 40%.