



# MASON WILSON

Spa Receptionist

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## PROFESSIONAL SUMMARY

Dynamic professional with 7 years of experience in spa reception, adept at managing appointments, enhancing guest experiences, and ensuring smooth operations. Committed to delivering exceptional service in a fast-paced environment.

## WORK EXPERIENCE

### Spa Receptionist - Temp

WidgetWorks Inc.

📅 Jan / 2020-Ongoing

📍 Denver, CO

1. Managed cash and credit transactions, ensuring accurate daily sales reports and maintaining a balanced cash drawer.
2. Coordinated appointments for over 50 service providers, enhancing guest satisfaction through efficient scheduling.
3. Answered and directed phone inquiries, providing information on services and products while maintaining a welcoming atmosphere.
4. Performed administrative tasks, including filing, data entry, and managing health forms to streamline operations.
5. Maintained cleanliness and organization of reception and locker areas, ensuring a pleasant environment for guests.
6. Addressed guest inquiries and concerns promptly, fostering a positive experience and encouraging repeat visits.
7. Assisted in promoting spa services and products, contributing to increased sales and customer engagement.

### Spa Receptionist

Silver Lake Enterprises

📅 Jan / 2018-Jan / 2020

📍 Seattle, WA

1. Welcomed guests upon arrival, determining their needs and guiding them to appropriate services.
2. Utilized computer systems to manage bookings, process payments, and maintain accurate records.
3. Resolved customer complaints effectively, ensuring a high level of satisfaction and loyalty.
4. Conducted administrative support tasks, including managing invoices and maintaining financial records.
5. Organized and maintained filing systems for client records and service documentation.

## EDUCATION

### Associate of Applied Science in Spa Management

Everest College

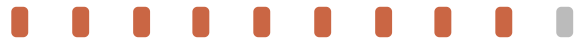
📅 Jan / 2016 Jan / 2018

📍 Chicago, IL

Focused on spa operations, customer service, and wellness practices.

## SKILLS

Bilingual Communication



Spa Management Software



Technical Support



Customer Service Excellence



Appointment Scheduling



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🗨️ Diplomacy

😊 Enthusiasm

## LANGUAGES



English



Mandarin



Portuguese

## ACHIEVEMENTS

★ Increased client satisfaction ratings by 20% through personalized service.

★ Successfully managed over 100 appointments weekly, optimizing staff schedules.