

guest care

info@rootedculture.com to apply
Verona: 957 Liberty Drive, Suite 103
Mount Horeb: 1812 Springdale Street

RESPONSIBILITIES .

- Greet guests upon arrival, check them in for their service, offer them a beverage and ensure they are comfortable
- Inform guests of new services and discounts
- Check out guests, assist in the sale of retail product, pre-book future reservations
- Answer incoming guest calls, book reservations, capture guest data accurately
- Maintain knowledge of all products we offer and services we provide, as well as experience levels and price points of our service providers
- Monitor salon flow and support service providers to ensure guests needs are met (communicating with guests, folding towels, sweeping, refilling coffee/tea station, etc. - constant contact and coordination with the team)
- Open/close the salon, maintain a clean environment
- Ability to multi-task in a fast-paced environment and work confidently under pressure
- Respond to guest questions or concerns accurately and in a timely manner
- Perform other duties as assigned, or as interested.
This job can grow with you, but it doesn't have to - just let us know what you're passionate about!

Must have daytime and/or evening availability, Monday through Friday. Part-time or full-time positions available.

SUMMARY .

At Rooted Culture Salon we pride ourselves on our guest's experience. The Guest Care Coordinator assists guests in having the best experience they can at our salon by introducing products and services to enhance their visit, and helping the day-to-day activities of the salon run smoothly. We value creativity, attention to detail, customer-focused service, environmental awareness and fashion.

COMPENSATION .

Hourly plus opportunity for bonuses.

BENEFITS .

Retirement Plan - Paid Time Off - Holiday Pay - Maternity Leave - Continuing Education - AFLAC - Dental & Vision Insurance - Product Discount - Service Discount - Direct Primary Care - Chiropractic Care

DRESS .

Hair and makeup must be done prior to each shift. Look professional and trendy. Keep a classy and professional image. Stand out in a good way. Remember, you are the first thing our guests will see.