

Leola Antongiorgi

Spa Receptionist

Profile

Employment History

Education

Links

Details

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742 Evergreen Terrace, Springfield, FL 32401

I am a Spa Receptionist with over 1 year of experience. I have excellent customer service skills and am very efficient in handling spa bookings, phone calls, and payments. I possess great organizational skills which helps me keep the spa running smoothly. In addition to this, I also provide support to the Spa Manager and help out with other administrative tasks as needed.

Spa Receptionist at The Ritz-Carlton, FL

Apr 2022 - Present

- Answered an average of 50 phone calls per day.
- Greeted an average of 30 clients per day.
- Scheduled and confirmed appointments for 25 clients per day.
- Processed payments for 20 clients per day.
- Handled customer complaints in a professional manner.

Spa Associate at Four Seasons, FL

Sep 2021 - Feb 2022

- Ensured all guests felt comfortable and relaxed during their stay by providing top-notch customer service.
 - Exceeded sales goals by 20% through upselling services and retail products.
 - Demonstrated expert knowledge of all spa treatments and services offered, as well as product lines carried in the facility.
 - Effectively communicated with guests, co-workers, managers, and vendors on a daily basis.
 - Maintained cleanliness of treatment rooms and common areas throughout the day.
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High School Diploma at Miami Senior High School, Miami, FL

Aug 2016 - May 2021

I've learned how to study for and take tests, how to do research, and how to write papers.

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