

# Yaris Graus

Spa Receptionist

## Profile

I am a Spa Receptionist with over 1 year of experience. I have excellent customer service skills and am very organized. I am able to handle multiple tasks at once and stay calm under pressure. I have a strong knowledge of the spa industry and our services. I am also proficient in Microsoft Office and scheduling software.

## Employment History

### Spa Receptionist at American Spa, MT

Apr 2022 - Present

- Greeted and checked in an average of 30 clients per day.
- Answered an average of 60 phone calls per day.
- Booked and confirmed appointments for clients.
- Processed payments for treatments.
- Provided information about treatments and services to potential clients.

### Spa Receptionist Trainee at Spa Finder, MT

Aug 2021 - Mar 2022

- Greeted and provided excellent customer service to over 100 guests daily.
- Answered phones, booked appointments, and checked guests in/out using computerized system.
- Effectively communicated with co-workers and management team.
- Trained new receptionists on company policies and procedures.
- Maintained cleanliness of front desk area and common areas.

## Education

### High School Diploma at Big Sky High School, MT

Aug 2017 - May 2021

I've learned how to study for and write exams, how to do research, and how to communicate with my peers and teachers.

## Certificates

### Certified Spa Receptionist

Mar 2021

### Certified Medical Spa Receptionist

Oct 2019

## Memberships

American Massage Therapy Association

National Certification Board for Therapeutic Massage & Bodywork

## Details

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## Links

[linkedin.com/in/yarisgraus](https://www.linkedin.com/in/yarisgraus)

## Skills

Answering phones

Booking appointments

Greeting clients

Giving directions to clients

Handling customer inquiries and complaints

Maintaining the cleanliness of the spa reception area

## Languages

English

Portuguese

## Hobbies

Organizing

Listening to music

Crafting