

## GUEST SERVICE LEADER JOB DESCRIPTION

### Qualifications

He or she has excellent knowledge of all guest service systems and the ability to lead, coach, and measure these systems in the clinic classroom. The Guest Service Leader is organized, manages time well, and has excellent leadership skills. The Guest Service Leader is not required to be a licensed cosmetologist.

### Objective

- Lead consistent education and implementation of all guest service systems in the clinic classroom.
- Manage the overall clinic classroom service education of both Future Professionals and Learning Leaders at one school or multiple campuses.
- Co-create and execute a successful guest service skill education in the clinic classroom with the service desk team, Education Leader, and Clinic Classroom Leader.

### Guest Service Leader — Essential Functions

The Guest Service Leader oversees all guest service operations. He or she works closely with the Education Leader to guide comprehensive guest service education and coaching for Future Professionals and to guide clinic classroom systems, coaching, and leadership for Learning Leaders. The performance of the Guest Service Leader, service desk team, and Clinic Classroom Leader is measured via the clinic classroom goals set by the School Owner or School Director.

### Task list:

- ✓ He or she implements all service promotions and contests, including Caper, with the Service Desk Leader and Take Home and Brand Leader.
- ✓ He or she inspects that the school goals are set in Millennium and completes the Sales Download Worksheet each week and month.
- ✓ He or she communicates the service and Take Home clinic classroom revenue results and creates a plan to meet school goals with all clinic classroom education team members and the Service Desk Leader. He or she meets with the School Director in the sales and service School Director download meeting.
- ✓ He or she coaches, reviews, and appraises the service team to include the Take Home and Brand Leader, Clinic Classroom Leader, Service Desk Leader, and service desk team using the Service Desk Team Performance Evaluation.
- ✓ The Guest Service Leader may support the Clinic Classroom Leader and Education Leader in coaching Learning Leader performance in the clinic classroom.
- ✓ He or she inspects the Millennium system to maintain accurate record-keeping, reservation scheduling, guest service marketing, and follow-up systems.
- ✓ He or she attends Pow Wow, monthly Town Hall meetings, and team training. He or she shares the daily, weekly, and monthly school goals with all team members in Pow Wow, management meetings, and Town Hall meetings, and inspects all results daily, weekly, and monthly.
- ✓ He or she guides and implements inspiring and informative Future Professional daily clinic classroom Pow Wows with the clinic classroom team.
- ✓ He or she communicates directly with the School Owner and/or School Director to set school revenue goals.
- ✓ He or she provides support to the Service Desk Leader and Clinic Classroom Learning Leaders.
- ✓ He or she is the communication link to the service desk team, management team, and education team. He or she communicates and implements all team decisions about guest service systems.
- ✓ He or she facilitates training on the guest service systems on a monthly basis.
- ✓ He or she interviews, hires, trains, and directs service team members with the Service Desk Leader.

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- ✓ He or she is a trusted advisor and supports the professional development curriculum and guest service education in the clinic classroom.
- ✓ He or she supports the service desk team during busy clinic classroom service times to provide extraordinary service and inspect team performance.
- ✓ He or she monitors team productivity throughout the day and directs, motivates, and leads the team to provide extraordinary service and meet Take Home and service systems standards with the service desk team.
- ✓ He or she inspects that the product knowledge training is implemented with the Education Leader.
- ✓ He or she may facilitate or inspect the daily service team update meeting to discuss the focus for the day.
- ✓ He or she inspects all daily close reports to support cash security and prevent theft.
- ✓ He or she monitors the weekly or monthly product and supply orders for the Take Home and service desk areas with the Operations Leader and/or Take Home and Brand Leader.
- ✓ He or she guides the Take Home and Brand Leader, Service Desk Leader, Clinic Classroom Leader, Phase Two Leader, and service team members to follow the inventory control procedures.
- ✓ He or she creates monthly and weekly strategies to achieve the clinic classroom goals and is proactive to implement and support these strategies.
- ✓ He or she attends and supports Free Hugs, Caper, FUNraising, Super Service Days and Super Service Nights a.k.a. Style Extravaganza, and graduation celebrations to sustain the school culture.
- ✓ He or she may be asked to perform other tasks as needed that do not appear on the job description.

\*\*Work is performed in an indoor environment and requires frequent sitting, standing, bending, walking, repetitive motion, and vision to monitor. \*\*

\*\*He or she travels domestically for recruitment and professional development. \*\*

\*\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. \*\*