



JamesB Hair - Front of House

Last Updated:	02/2021
Job Code:	ST1
Title:	Front of House - Receptionist
Location:	Bedminster Salon
Hours:	16
Days of work:	Various Including Saturdays.
Pay:	National Minimum
Responsible to:	Management

Purpose of the role

You will be responsible for welcoming guests into our salon, as well as guiding the guest through the checkout process at the end of their visit. You will ensure that the client has their next appointment booked and will take payment for goods and services. You will be responsible for coordinating the salon diaries, client records, organising information and tasks across different departments and monitoring all communications in & out.

Main duties

- Manage the Reception/Pantry area, including stock control and merchandising.
- Ensuring the Pantry is kept clean and tidy at all times.
- Helping ensure the smooth running of the salon.
- Meeting and settling guests (First drink order, taking coats).
- 7 day follow up calls or messages.
- Take payments and check guests out.
- Manage bookings and the diary.
- Maintain the salon database (skin tests, client info).
- Recording guest notes from the team.
- Receive deliveries, check delivery notes, put away correctly.
- Be there for the start and end of the client journey.

Apply: www.jamesbhair.com/careers



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Specifications		
Criteria	Essential /Desirable	Evidence
<ul style="list-style-type: none"> Must have Right to Work in the UK. 	Essential	Passport/National ID Card.
<ul style="list-style-type: none"> Excellent grasp of verbal & written communication skills 	Essential	Application/Interview
<ul style="list-style-type: none"> Ability to prioritise tasks, multitask, and work under pressure 	Essential	Interview/References
<ul style="list-style-type: none"> Well organised with a tidy approach to working. 	Essential	Reference
<ul style="list-style-type: none"> Competent IT skills. 	Essential	Qualifications/Interview
<ul style="list-style-type: none"> Presents professionally, is approachable, punctual and reliable, as well as having good overall people skills. 	Essential	Initial Meeting / Interview & Referencing
<ul style="list-style-type: none"> Work to an excellent standard. 	Essential	Qualifications / Reference
<ul style="list-style-type: none"> Flexible team working skills and able to work on own initiative. 	Essential	Interview
<ul style="list-style-type: none"> Previous experience of using google docs, sheets, & trello. 	Desirable	Application form
<ul style="list-style-type: none"> Experience of managing incoming & outgoing communications - email inbox / phone / social messages. 	Desirable	Application form
<ul style="list-style-type: none"> Interest in JamesB Brand & Ethos. 	Desirable	Initial Meeting
<ul style="list-style-type: none"> Sales/Customer Service experience. 	Desirable	Application Form
<ul style="list-style-type: none"> An awareness of H&S regulations. 	Desirable	Application Form
<ul style="list-style-type: none"> Experience of Leading/Supervising 	Desirable	Application



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others.		Form/Interview
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Additional Information

- A great package of employee benefits & perks
- Bespoke training programme
- Be part of our fantastic team
- Further and ongoing education
- Opportunities to assist on photo shoots, shows and promotional events
- Ongoing advice and support
- Team social events
- Ongoing Development plan for you to continuously excel in your career
- Promotion and Progression opportunities available

Application Process

1. Applicants to fill in application at jamesbhair.com - We do not accept CVs
2. Applicants will hear back within 2 weeks if proceeding to Stage 2 which consists of an Initial Meeting
3. The Initial Meeting is held over the phone with a member of the recruitment team to ensure essential criteria is in place, and any additional needs discussed.
4. Successful applicants will be informed within 48hours and be offered to progress to Stage 3, which is an Interview.
5. Interview with Management and lead FoH.
6. Applicants called within 2 working days with the outcome - If successful then preliminary start date agreed on the phone call.
7. Successful applicants followed up with a welcome email, start date, job offer inc job description & all relevant paperwork emailed to be signed & returned.
8. Job offer is subject to successful completion of a 3 month probationary period.