GRACE VAUTRIN

SPA ASSOCIATE

Summary

Enthusiastic Spa Receptionist with career success providing a relaxing spa experience to guests. Guarantees accurate schedules and responds to guest's questions. Keeps workspace organized and clean while delivering quality communication services. Greets clients warmly to deliver comfort and ease during scheduled visits.

EXPERIENCE

SALES ASSOCIATE

Hand & Stone Massage and Facial Spa

2023 - Present

- I excel in promoting memberships and gift cards by showcasing their value and tailoring recommendations to each client's unique needs
- I focus on building strong rapport with clients to create a personalized and welcoming experience, enhancing their overall satisfaction and encouraging repeat business
- By educating clients on how memberships can optimize their wellness journey, I ensure they receive the best value and a superior experience
- My strong sales skills have consistently allowed me to meet and exceed targets for memberships, gift cards, and promotional offerings
- Additionally, I efficiently answer phones and assist clients with scheduling appointments, ensuring prompt service and a seamless booking process
- I also support the store's success by managing inventory, restocking shelves, and maintaining a clean, organized environment

TEAM MEMBER

Benyeh LV

2022-2023 (Seasonal)

- I guided customers in selecting menu items by offering detailed insights into flavors and ingredients, ensuring their choices matched their preferences
- My proactive and engaging service style created a positive dining experience, which not only enhanced customer satisfaction but also contributed to increased referrals and a steady flow of walk-in business

702-818-9804

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Las Vegas, NV, 89144

EDUCATION

HIGH SCHOOL

West Career & Technical Academy

2021-2025

Diploma in progress, Advanced Diploma, College and Career Readiness Diploma, Nursing Assistant CTE, 4.0 GPA, Dual Enrollment English 101/102 & History 101/102, AP Language & Composition

SKILLS

- Upselling
- Promotional support
- Reliable and punctual
- Goal oriented
- Cash handling accuracy
- Task prioritization
- Hospitality
- Exceptional customer service
- Basic Life Support certified through AHA