NATALIE BROOKS

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SUMMARY

Spa Receptionist with 2 years at a full-service day spa and 2 years in cosmetics retail sales. Books massage, facial and nail services for 14 providers in scheduling software, runs point-of-sale systems and handles membership sales at checkout. Brings customer service polish, a professional appearance and discretion with client details.

SKILLS

- Customer Service
- Scheduling Software
- Point-of-Sale Systems
- Retail Sales
- Membership Sales
- Cash Handling
- Discretion
- Attention to Detail
- Team Player
- Communication Skills

CERTIFICATES

CPR/AED and First Aid

American Red Cross • 07/2024

EXPERIENCE

Spa Receptionist

Desert Bloom Day Spa • Scottsdale, AZ

06/2024 - Present

Front desk for a day spa with 14 therapists and estheticians, a couples suite and a 90-member monthly program.

- Coordinate **110** service bookings a day in the scheduling software, matching each guest to the right provider and room.
- Process payments, gift cards and tips on point-of-sale systems, with careful cash handling and a balanced drawer every shift.
- Sold 35 memberships and $4,200 in monthly retail skin care by suggesting products that fit each guest's service.
- Maintain client intake forms and allergy notes with discretion, so providers review them before every treatment.

Beauty Advisor

Old Town Cosmetics Boutique • Scottsdale, AZ

05/2022 - 05/2024

Part-time sales role at an independent cosmetics and skin care shop with a loyal local client base.

- Advised about 40 customers a shift on skin care and makeup, meeting retail sales goals in 20 of 24 months.
- Handled cash and card sales on the register and processed exchanges and returns under store policy.
- Booked in-store makeup appointments for 2 artists through an online calendar, filling about 25 slots a month.
- Organized testers and shelves before opening and after weekend events as part of a 5-person sales team.

EDUCATION

High School Diploma

Chaparral High School • Scottsdale, AZ • 05/2022