

ROLE PROFILE

Spa Therapist	
Reporting to:	Spa Manager
Role purpose:	
To offer five-star spa treatments to guests	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Set up rooms at start of shift, such as hot stones, laundry etc • Daily takings sheet • Check that cash-up is complete from previous day • Check medical compliance and online administration complete and signed • Under 18 parental consent form complete • Give full body massage (level 3) • Apply hot stones and carry out facials (level 2) • Apply manicure and pedicure (level 2) • Ensure rooms are clean, floors mopped, fresh laundry between guests • Ensure temperature checks are carried out on hot stone • All tools sterilised between guests • Stock taking and reporting • Lock and open the spa – ensure spa is secure • Recommend and sell products and homecare after treatment • Be aware and up-to-date new trends in the industry • Maintain training on brands and protocols of treatments, manicure and pedicure • Greet guests in pleasant manner and converse during experience 	

Progression in role:	Training for role
<p>Entry</p> <ul style="list-style-type: none"> • Excellent written and spoken English • Strong interpersonal skills • Positive attitude • Able to work weekends and bank holidays • Good sense of humour • Be passionate about customer service delivery and exceeding our members and guests' experience • Be clean and presentable • Have an outgoing and friendly personality • Level 3 qualified in beauty therapy 	<p>Company orientation and induction General health and safety Fire safety Manual handling COSHH GDPR</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Team member has good relationship with regular guests, owners and locals 	<p>Diversity and Inclusion New product training</p>

<ul style="list-style-type: none"> • Works well with colleagues • Works independently • Good attendance and time keeping • Very good communication with guests, owners and locals • Shows flexibility when asked to help others • Very good level of administration with few errors • Takes ownership and handles complaints under observation from manager • Cleaning standards are excellent 	Level 3 beauty therapy (if not already qualified)
<p>Advancing</p> <ul style="list-style-type: none"> • Takes ownership and handles complaints independently • Excellent product knowledge – pricing, ingredients and protocols • Helps new team members to learn role in a positive way • Shares best practice – administer treatments on each other 	Handling complaints
<p>Excellence</p> <ul style="list-style-type: none"> • Suggests practical improvements to workings of department or service • Shows a willingness to assist colleagues and to learn new skills • Actively coaches and/or mentors other team members • Is totally reliable and attends all sessions • Fully engaged with bringing on other team members 	Coaching and mentoring
<p>Key measures</p> <p>Holidaymaker survey Online feedback after treatment H and S Audit Product sales</p>	