

JOB DESCRIPTION

POSITION: HEAD SPA THERAPIST

REPORTS TO: GENRAL MANAGER

QUALIFICATION REQUIREMENTS:

1. Reading, writing and oral proficiency in the English language.
2. IHBC, NHBC, CIBTAC, CIDESCO, CITY & GUILDS, NVQ

JOB FUNCTIONS:

1. To carry out treatments according to the prescribed standards.
2. Responsible for maintaining the day-to-day cleanliness and hygiene of all treatment rooms in accordance with the Health and Safety and hygiene legislation.
3. The ability to prepare and post employee work schedules to reflect operating forecasts and to keep within budgeted figures. The ability to prepare a daily payroll report.
4. The ability to handle, and control stock within rooms, ensuring products are filled up ready for each day. To store and utilize all chemicals properly and safely.
5. To be expected to work to the demands of the business, involving the working of unsociable hours.
6. The ability to ensure a smooth operation of registration and cashiering functions of Spa Reception.
7. The flexibility to cover shifts due to illness.
8. Must attend all training courses as deemed necessary, and must adhere to training as set down by the Management.
9. Will be expected to aid in beauty demonstrations as and when required.
10. Ensure changing areas and relaxation rooms are tidy, clean and stocked with linen at all times.
11. The ability to handle lost and found items.
12. The ability to report equipment malfunctions promptly and accurately.
13. The ability to ensure safety procedures are followed and notifies security of any accident or injury.
14. The ability to take appointment bookings both treatment and beauty.
15. The ability to assist guests, or visitors in offering towels and provide accurate information to guests in a courteous manner; fill all reasonable guests requests or requirements; anticipates guests needs.
16. The ability to take messages with an emphasis on accuracy and proper follow-up.
17. The ability to recite all hotel services, hours of operation, key personnel, hotel policies, etc.

18. The ability to keep the Spa and management well informed of any guests problems or complaints, and action taken. Handle any guest inconvenience or complaint swiftly, with a smile and to the satisfaction of the guest.
19. The ability to display a high level of integrity and professionalism at all times in dealing with guests, employees and outside contacts.
20. The ability to respond properly in any hotel emergency or safety situation.
21. The ability to perform other tasks or projects as assigned by hotel management and staff.
22. The ability to use the hotel computer system and telephone system.

COGNITIVE REQUIREMENTS:

The following mental processes are utilized in the performance of job tasks:

Mental Process	Degree of Complexity				
	Minimal	Simple	Average	Difficult	Complex
Calculating		X			
Comparing		X			
Editing	X				
Evaluating			X		
Interpreting			X		
Organizing			X		
Consulting				X	
Analyzing				X	
Planning			X		
Designing			X		
Documenting			X		
Specifying		X			
Implementing		X			
Presenting		X			
Supervising		X			
Managing		X			
Math Skills		X			
Reasoning			X		
Language			X		
Reading			X		

Comments:

SOCIAL CONTACTS:

This section describes the position's work relationships to both hotel guests and other employees:

Social Contact	Degree of Contact			
	Minimal	Moderate	Frequent	Continuo us
Works alone		X		
Works around others	*****	*****	*****	*****
Employees		X		
Guests				X
Works with others to accomplish tasks	*****	*****	*****	*****
Employees				X
Guests				X

Comments:

ENVIRONMENTAL FACTORS:

This section describes the environmental conditions of the worksite:

Climatic conditions	
Normal	Climate Controlled area
Hot	N/A
Cold	N/A
Variable	N/A

Comments: Poolside, gym and treatment rooms to be monitored closely for client comfort.

Atmospheric conditions	
Exposure to the outdoor elements	N/A
Humid - Not weather related	Spa area may be humid
Wet - Not weather related	Work around water
Dry - Not weather related	N/A
Dusty - Not weather related	N/A
Fumes and odors, poor ventilation	N/A

Comments:

Noise level	Volume				
	Very quiet	Quiet	Moderate	Loud	Very loud
Vocal	X				
Mechanical	X				

Comments:

Vibrations	N/A
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Comments:

Exposure to Hazards	
Height	May have to use step stool
Cramped quarters	Certain areas of spa may be cramped
Potential for burns	Sauna, steam, chemicals, Jacuzzi
Electrical hazards	Nothing to be taken around poolside
Mechanical hazards	N/A
Toxic or caustic chemicals	Pool supplies

Comments:

I have read and understood that I am responsible for executing the responsibilities of this job description.

Employee Signature _____ Date _____

Department Head _____ Date _____