

## **JOB DESCRIPTION**

**Job Title :** Beauty Therapist

**Reports to :** Salon / Spa Manager

### **Key Relationships**

Salon Manager, Deputy Salon Manager, Senior Beauty Therapist, Hotel General Manager, Members of Club, Hotel Guests.

### **Key Job Responsibilities**

- ❖ Perform beauty treatments to a high standard
- ❖ Actively promote marketing activities set out by Manager
- ❖ Promote the sale of beauty products in conjunction with beauty treatments
- ❖ Responsibility for all payments made for beauty therapy treatments/products.
- ❖ Record details of all treatments taken for each client
- ❖ Assist in the sales of accessories in the club
- ❖ To take responsibility for stock control accounting systems
- ❖ To take responsibility for cashing up

### **Self Management**

- ❖ Comply with hotel rules and regulations and provisions contained in the employment handbook
- ❖ Comply with company grooming and uniform standards
- ❖ Comply with timekeeping and attendance policies
- ❖ Actively participate in training and development programs and maximise opportunities for self development
- ❖ To maintain the appropriate attitude and physique to reflect and promote the image of the Salon

### **Customer Service**

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- ❖ Being attentive to guests
- ❖ Accurately and promptly fulfilling guest requests
- ❖ Understand and anticipate guest needs
- ❖ Maintain a high level of knowledge which will enhance the guest experience
- ❖ Demonstrate a service attitude that exceeds expectations
- ❖ Take appropriate action to resolve guest complaints
- ❖ Appreciate the dynamic nature of the health club industry/hotel industry and extend these service attributes to all internal customers

### **Health Safety & Security**

- ❖ Ensure the highest standards of hygiene, cleanliness and tidiness in the Beauty Salon and club
- ❖ Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety
- ❖ Familiarise yourself with emergency and evacuation procedures
- ❖ Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager

**The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting company and guests needs is required by all employees.**

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

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Employee Name:  
(Please Print)

Date:

Signed by employee:

Date:

Hotel:

Signed on behalf  
Of the Company:

Date: