

<b>Position title</b>	<b>THERAPIST B</b>
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**Department** : Spa

**Position reports to** : Spa Manager, Spa Supervisor, Senior Therapist, Therapist A

## PURPOSE OF POSITION

The Therapist B will carry out Spa treatments in the most efficient and effective manner, delivering the highest possible standards of service to all guests (internal and external of the Hotel); the Therapist B will also be pro-active in maintaining and/or improving department profitability in accordance with Hotel policies, procedures and standards.

## KEY ACCOUNTABILITIES

- Implement and train the correct standards, monitor and strive for continuous improvement,
- Ensure that their actions, duties and opening & closing duties, set ups, cleanings and other before, during and after preparations, are completed in accordance with the pre-set procedures,
- Willingly carry out various tasks given by their superiors before, during and after opening hours,
- Have a complete understanding of the department operations, the geographical layout and the exact whereabouts and functioning of all equipment of an operational nature,
- Keep their workstation well organised and neat, report any issues to superiors,
- Preserve excellent levels of internal and external customer service; interact with all guests; sense, identify and anticipate customer needs; quickly respond to maximum satisfaction; seek/action/learn from customer feedback; develop/maintain the files of compiled guest preferences, and report upward and downward should a guest not be content with their experience,
- Demonstrate thorough knowledge and ability in: the execution of all correct standards, their required daily work, the etiquette while dealing with guests and people, facilities, services, equipment, floor lay outs, treatments & classes, packages & prices, limited items, brands and all products including ingredients, origins, combinations, methods of preparation, presentation, delivery, cleanliness and service; monitor and strive for continuous improvement at all times,
- Confidently communicate/merchandise/recommend/advise on all facilities, products and services to guests using up-selling skills or other sales techniques to maximise revenues, whilst matching guest preferences,
- Ensure all guests using the Spa and sport facilities follow the rules and regulations set by the Hotel,
- Manage other daily duties: deliver a variety of spa services (body treatments, massages, facials, waxing, manicure/ pedicure); maintain equipment; make appointments for individual classes/lessons; collect their daily classes/boo-kings schedule from the Spa reception; ensure that all lockers are properly stocked (with slippers, robe and towel); keep the treatments rooms clean and stocked up; respond efficiently to customer complaints; continuously make necessary improvements; complete a full consultation card for every guest receiving treatments; promote the Spa and all brands; cover the Spa reception when required, all with care and in accordance with the pre-set procedures,
- Monitor the activities of the departments by actively participating in the operations and inspections, be vigilantly attentive to details, produce quality and standards,
- Assist with stock counts and ensure that at all times the department and staff have adequate supplies of equipment, resources and provisions,
- Ensure that strict control and cost control measures are adhered to in terms of deliveries, handling, storage and stock rotation,
- Ensure awareness of the department' costs, identify reasons and take appropriate action,
- Inspect all Spa front and back areas daily to ensure upmost cleanliness, physical condition and functioning equipment,
- Implement the Hotel' sales, promotions and entertainment plan, and contribute to new ideas,

## GENERAL

- Follow the Hotel's internal operating regulations as per the Employee's Handbook,
- Use all correct standards and methods of service as stated in the Hotel's operations manuals,
- Follow the staff rotas in accordance with business levels; inform their superior should there be any problems with their scheduled working hours,
- Inform their superior when leaving their station/work area for breaks and at end of shift,
- Report for duty punctually, wearing the correct uniform and perfectly groomed at all times,
- Ensure that all checklists and other logbooks are completed, signed and archived daily,

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- Provide a professional, courteous and efficient service to guests and visitors at all times,
- Maintain a good rapport and working relationship with all team members and suppliers,
- Perform the duties with maximum efficiency and in the most productive manner,
- Assist in the training and development of new recruits/colleagues/subordinates ensuring that they have the skills to perform their duties in the most professional and productive manner,
- Communicate effectively with all relevant colleagues and superiors before, during and after service/shift, about all service issues, happenings, incidents, spillage, spoilage, speed of service, items availability, presence of special/important/challenging guests, any observations or developments that affect the guests, the Hotel's activities and/or their post,
- Be proactive in offering co-operation, assistance and help to other areas/people when they are busier than them, and inform all superiors when doing so,
- Initiate new ideas to improve service and encourage all colleagues to give their view,
- Instruct all work colleagues on proper equipment handling and storage to minimise/control/avoid the wastage of energy, resources and/or equipment, misuse and/or breakages,
- Comply with Cyprus legislation and be conversant with and act in accordance with any such matters relating to their department,
- Respond positively to any changes in the department as dictated by the needs of the industry or the Hotel operations,
- Attend training/re-training sessions/seminars as required and read training notes to continuously further their skills and knowledge,
- Attend and contribute to all staff meetings/briefings and other related activities,

**HEALTH & SAFETY AND STAFF WELFARE**

- Be vigilant and take responsibility for the security of the department premises and properties,
- Ensure a safe working environment by identifying hazards and taking corrective action,
- Be aware of/continuously comply/encourage awareness and train all necessary operational procedures/legislation relating to: Health & Safety, Fire Safety, Emergency Procedures, Food Safety and Hygiene, Food Intolerances, Liquor Licensing, COSHH, Maintenance, Personal Hygiene, General Cleanliness and the Environment,
- Ensure strict adherence and train manufacturers' instructions for safe use of all equipment,
- Work in accordance with legislation relating to equal opportunities in the workplace.

**DECLARATION**

This job description does not constitute an exhaustive list. You will be expected to maintain a flexible attitude and to undertake any additional duties/responsibilities, as deemed appropriate by your Manager including redeployment to alternative departments/areas if required, to meet business demands and guest service needs.

This document reflects the job content at the time of writing, and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I acknowledge that I have read and understood the above duties, and I accept them as governing my employment with the Company.

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Employee's name

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Signature

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Date