

MASSAGE THERAPIST

ORGANIZATION:
BUSINESS AREA: HOTEL
LINE MANAGER: SPA MANAGER

JOB PURPOSE

In line with MSC Cruises policies and procedures and under the supervision of the SPA Manager, the Massage Therapist is responsible for delivering an exceptional guest experience by providing professional massage services and wellness education in order to maximise SPA revenue and achieve the highest levels of guest satisfaction.

KEY ACCOUNTABILITIES

- Performs professional and customer-oriented massage services in accordance with Company protocols;
- Delivers the highest standards of service to all guests within the SPA facilities;
- Actively promotes SPA services, packages and the SPA facilities;
- Accurately and efficiently schedules guest appointments and consultations;
- Maintains the standards and visual presentation of the treatment rooms and SPA facilities;
- Follows all sanitation and cleaning procedures for treatment rooms and equipment;
- Assists in all areas of the SPA operation as requested by the SPA Manager.

QUALIFICATIONS

(skills, competencies, experience)

- Proficient speaking, reading, and writing skills in English, and with a fluent level in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese. Any other language is considered as a plus;
- High School Graduate or equivalent;
- Must hold relevant qualifications;
- Certifications in specialist techniques (Thai Yoga massage, Shiatsu, Lomi Lomi, etc.) are desirable;
- At least 1 years' experience as a Massage Therapist in a SPA environment;
- Upselling and cross-selling skills;

- Exceptional communication and customer service skills;
- Ability to work without direct supervision.

VISA REQUIREMENTS (if any)

- Possess a valid passport and when possible a seaman book copy.