

NAIL TECHNICIAN

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 Nail Technician is responsible for delivering an exceptional guest experience by providing professional nail, hand and foot services as well as wellness education in order to maximise SPA revenue and achieve the highest levels of guest satisfaction.

KEY ACCOUNTABILITIES

- Performs professional, customer-oriented manicure and pedicure 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 salon work stations and SPA facilities;
- Follows all sanitation and cleaning procedures for salon work stations 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;
- Nail Design certificate is advantageous;
- At least 1 years' experience as a Nail Technician with ability to complete a full set of acrylic or gel nails in 1 hour 10 minutes;
- Up-selling 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