

## Spa Therapist Job Description

**Position Title:** Spa Therapist

**Reports to:** Spa Manager

### JOB SUMMARY

#### *An authentic Balinese SPA at sea*

Ocean View Monaco is a Luxurious Spa Management based in Monaco. Our wellness centres combine high quality wellness services with the magic of the Orient.

As Spa Therapist you are responsible to administer professional massage, facials and body treatments to our guests. You must have a thorough knowledge of numerous massage modalities, possess a general understanding of body treatments and be willing to train in our spa's specific massage and body treatment offerings. You must possess excellent communication skills and be able to learn the product and service knowledge necessary to effectively provide wellness solutions to meet the needs of our guests.

### DUTIES AND RESPONSIBILITIES

- Be on time on your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Provide consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices.
- Effectively inform and educate our guests about specific wellness concerns.
- Be flexible with your schedule, supporting the needs of the spa.
- Properly care for equipment and use proper amounts of product to assist with cost controls.
- Have complete knowledge and understanding of all services and products offered.
- Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Perform prep work, properly clean and restock room as required.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Actively promote the spa, treatments, services and retail, as well as programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by guests.
- Possess the ability to work without direct supervision.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the spa.
- Assist in all areas of spa operation as requested by management.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Flexible and willing to perform other tasks as assigned

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### Communication

- Speak to guests and co-workers using clear, appropriate and professional language.
- Talk with and listen to other employees to effectively exchange information.

### Working with Others

- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.
- Support all co-workers and treat them with dignity and respect.

### Policies and Procedures

- Follow company and department policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested.

### Knowledge and Understanding

- Brand and product knowledge essential.
- Ability to make sound recommendations to suit clients needs.

### Skills

- Ability to meet financial targets.
- Ability to work under pressure.
- Willingness to develop team members and self.
- Flexibility to respond to a range of different work situations.
- Ability to work on your own or in teams.
- Fluent English speaking and writing plus 1/2 additional languages.

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### Qualifications

- High school diploma/G.E.D. equivalent
- Spa Therapist Certificate

### Experience

- At least 1 year of related work experience

### BENEFITS

We offer competitive salaries and an attractive benefits package, which includes:

- Generous Incentive scheme based on selling Spa services and Retail.
- Three meals a day included.
- Insurance.
- Accommodation.
- Continued training and development opportunities.
- Airline and land transfer to and from the assigned Ship.