

Steiner | Training Program

Steiner Academy

The reason for Steiner's success at sea has much to do with the thorough training program that each staff member participates in. At the Steiner Training Academy, therapists spend time learning and qualifying in Elemis spa-therapies, La Therapie and Ionithermie, while hairdressers may learn our barbering protocols, Keratin and tooth whitening. Fitness Instructors spend time at our Boot Camp where yoga, tai chi, spinning and other choreographed classes are taught.

It is our daily mission to ensure that all staff go to their first ship fully prepared and ready to see the world with their own eyes while making a living!

Situated in Harrow Weald, Middlesex, the Steiner Training Academy is located in an Elegant Victorian Mansion, surrounded with tranquil gardens.

The Academy accommodates up to 200 staff at one time, from all over the world. There are several lecture rooms, where students learn the various Steiner skills to train them for cruise ship life. Also available on site is a Café with subsidized food, and various areas for you to sit and relax during your breaks.

Learn more about the Steiner Training Academy with the following links:

Our mission is to ensure each and every staff member leaves the Steiner Training Academy knowledgeable and confident in the Steiner philosophy, treatment and service protocols, and ready to make a difference to the lives of our guests by teaching them the connection between health and habit. Our mission is to train our staff to exceed the expectations of our guests, just as we hope to exceed the expectations of all Steiner employees.

At the Steiner Training Academy you will be among passionate teachers all of which have worked with The Onboard Spa by Steiner. Therefore, not only will they help you professionally, but they also have an innate understanding of what ship life is like. Each one of our trainers has their own experience and story, so ask questions and you will go to sea with a very realistic picture of what it is like. Below are messages from the Steiner Training Academy's Management and Training Team.

Robert Schaverien

Welcome to The Steiner Training Academy, where you will have the opportunity to change the course of your life. Your time at the academy will ensure that you have the tools and skills to excel within your field of expertise making your career exciting, challenging and ultimately, rewarding.

The Steiner Training team will assist you every step of the way, from the recruitment process to preparing you for your first ship. Here at the academy you do need to be prepared to work hard and this will enable you to discover new talents and to achieve the highest standards in our industry.

Our goal is to teach you how to maximize your opportunities and to exceed our guests' expectations while increasing your own.

There is a wealth of opportunities for your own personal progress when you join The Onboard Spa by Steiner. Congratulations for taking the first step.

The Training Team

The Steiner Training Team looks forward to welcoming you to our London Academy.

During your training at the Steiner Academy you will be continually assessed and appraised to enable us to assign you to a ship.

Combined, we have a wealth of shipboard experience and have gained a strong knowledge of the business. This combined knowledge allows us to help develop your business skills and fine tune your treatment standards, ensuring that you join your vessel confident and fully prepared for your nine months at sea.

All students learn our signature therapies, however our focus is also to teach you how to be excellent in marketing and business management. We provide retail training and help you to develop presentation and public speaking skills.

In our experience the best spa service providers are confident communicators who are passionate about their jobs. Through us, we allow you to develop this confidence and enthusiasm, which will serve you well in all your endeavors.

**Helen
Hornett**

Hello and welcome to Steiner!

Once you have completed your training at the academy, and you have been assigned to a ship, we will issue you your leaving details including your flights and hotels, visa's, where to meet your ship, contract and medicals. My team are here to assist and ensure you have everything you require for your onward journey.

Once onboard, if you have any further queries with regards to your end of contract, flights, or any general questions or worries, we are here to help. You will be issued with all the emergency contact numbers and email addresses should you need to reach us at any time. At the end of your contract if you decide to return to ships, the Back2sea team, are on hand to ensure your swift return after your vacation.

I look forward to meeting you soon.

The Steiner Training Academy provides highly qualified personnel to operate the spas onboard over 120 luxury cruise ships worldwide, and as leaders in the industry, we select only the most professional personnel to operate our spas.

The perks of this job are unique: your skills will allow you to work on cruise ships around the world, from the Mediterranean to the Caribbean, along with many more exotic locations.

The courses we offer include:

Facials

Elemis

Therapists will be trained in Elemis Skin Specific Facials and depending upon placement may be trained in Elemis Tri-Enzyme Resurfacing Facial, Elemis Visible Brilliance Facial, Elemis Oxydermy Facial and the Elemis Pro-Collagen Quartz Lift Facial.

La Therapie

Selected therapists will be trained in the La Therapie HydraLift Facial.

Body Treatments

Elemis

Selected therapists will learn Elemis Aroma Spa Seaweed Treatments, Elemis Body Sculpting Cellulite and Colon Therapy, Elemis Exotic Lime and Ginger Salt Glow, Elemis Absolute Spa Ritual, Elemis Coconut Rub and Milk Ritual, and the Elemis Frangipani Body Nourishing Wrap.

Ionithermie

Selected therapists will be trained in the Ionithermie Cellulite Reduction Treatment and also the Ionithermie Cheek Lift and Revitalizing Leg Therapy.

Fitness

All Personal Trainers will undergo vigorous testing and education in our Business School At the Steiner Training Academy! Training includes fitness based Yoga, Pilates, and our very own Tour de Cycle and Body Sculpt Bootcamp specialized classes. Personal Trainers also undergo intensive training in public speaking.

Barbering

Selected stylists will train in our barbering protocols, which include the Express Shave, Deep Cleanse Grooming Treatment with Shave, and also the Elemis Pro-Collagen Grooming Treatment with Shave.

Nail Training

We use CND nail care products. Under the supervision of a CND trainer, you will learn to perform nail work, including either Gel or Acrylic nails as well as nourishing hand and foot treatments.

Hairdressing

Hairdressing training involves imparting knowledge of the Sebastian hair care range and also how to do hair up styles, which are still requested onboard those ships that have formal nights. As our onboard salons offer all services, your time at the academy will be spent increasing your speed to ensure basic services can be done within 30 minutes or less.

Product and Retail Training

Steiner's core philosophy is lifestyle focused: we believe that well-being is a result of daily habits. It is how we live that helps determine our health. As such, each and every guest we serve is an opportunity for us to educate and inspire wellness. As a spa professional, your knowledge, combined with the recommendation of suitable self-care products are part of our service. We never just offer a service - we offer a lifestyle.

The brands we recommend are:

- **Elemis** - Defined by nature, led by science, this premium skincare brand is only available in professional environments. Clinically-trialed and award-winning for efficacy, Elemis is superior to most skincare brands available.
- **La Therapie** - this cosmeceutical skincare brand is perfect for maturing and sensitive skin types. This skincare range is the perfect complement to the La Therapie HydraLift Facial, which is offered on many cruise ships.
- **Ionithermie** - this Parisian firming treatment is offered onboard with the Ionithermie homecare regimen. This treatment offers immediate results from 1-8 inches lost in just a single treatment. The homecare continues to help break down fatty deposits and enhance results.
- **Sebastian** - this fun hair care range will put a smile on your clients' faces - from Kink Control to Discipline, this professional hair care will help whip your clients' hair into shape!
- **Jou** - these Chinese whole food herbs are organically grown and complement our acupuncture programs onboard.

DISC Training

Giving the edge to Steiner recruits.

Imagine: you have taken the first step towards a new lifestyle and career with Steiner. You have been through the interview process and gained access to the coveted Steiner Academy in London for 1-12 weeks to polish off your skills, learn the Steiner services and how to sell to international passengers. During the course you learn that Steiner service is considered second to none onboard, and every passenger is very different from the last. Some speak fluent English, some don't. Some come from very affluent backgrounds, while others have been saving a lifetime for this - their ultimate trip! Clearly it is of the utmost importance that each and every passenger and client who comes to the onboard spa walks away not only looking and feeling fabulous, but with the proper maintenance programme for their hair, make-up, skin, body care, and of course, fitness!

So what does Steiner have that regular training academies don't have? Behavioural Profiling. This method of psychometric testing has been around for many years, but isn't utilized much in the beauty industry. Silly really, when this industry probably faces one of the biggest pools of different personalities on a daily basis - the general public!

Steiner's predicative behavioural profiling is made up of 4 major profiles. They are:

- **D:** Directing, self certain, adventurous, decisive, competitive, assertive, forceful, daring
- **I:** Influencing, optimistic, enthusiastic, open, impulsive, emotional, talkative, charming
- **S:** Steady, deliberate, patient, protective, accommodating, easy going, modest, sincere
- **C:** Cautious, restrained, logical, analytical, precise, curious, doubting, consistent, perfectionist

By performing a quick 2-minute test through this method you are able to identify an individual's predominant natural predicative behavioural pattern, followed by their 'back-up' predicative behavioural pattern. Of course, you would never ask a client to physically complete a personality profile. Instead, students at the Steiner Academy learn how to determine the precise personality traits their clients have in order to service them better, and also up-sell products and services whilst they are onboard.

At a recent Steiner seminar outlining the DISC program, Kerry Campbell, Regional Recruitment Manager for Steiner said, "We have had an excellent success rate since we incorporated this philosophy into our London Academy's training regime. Not only does it assist us in ensuring Steiner's origins of commitment remain at the highest standards of client care and focus, but we have found it to be an invaluable training tool."

The Steiner spa personnel attend the Academy's rigorous training schedule for anywhere between 1 week to 12 weeks. In this time, their goal is to introduce as many of their staff to this training tool as possible. "Without the luxury of building your clientele over a lengthy time frame (as you do in land-based beauty spas), it is vital that you get it right with Steiner spa guests on their first visit," explains Campbell. "Getting it right has become like second nature to our sea-based spa teams and our client re-bookings for further spa treatments and homecare recommendations are at an all time record high!"

Everything at Steiner is taken into consideration, from the greeting of their guests upon arrival at the spa to the pre-treatment consultation, and the way in which the treatment or the service is carried out. The prescribing of a homecare routine for Steiner guests is greatly enhanced by recruits tuning themselves into not only their guests' needs, but also their personality types.

"But it doesn't just finish there," adds Kerry. "Our recruitment teams who source our staff throughout the world have implemented the predicative behaviour analysis into their interview process. So applicants beware! Not all personalities have the same strengths or weaknesses, but gaining the ability to strengthen their weaknesses is something that our staff view as one of our biggest draw cards. On a professional and personal level, our staff

members are coming away stronger, more confident and more in control due to Steiner's commitment to innovative and up-to-the minute training."

Cruise Line Training

Once we have selected a suitable ship for you, we then prepare you further by introducing the cruise line brand, as well as the spa brand onboard. Steiner often creates and develops spa concepts for its cruise line partners, or inherits brands that they themselves have created. As an example:

Princess Cruises has an Asian-influenced brand, Lotus Spa. All staff sent to Princess ships will be well versed in the brand and will have a uniform that reflects the spa philosophy.

Other examples include: Costa Cruises Samsara Spa, Holland America Line's, The Greenhouse Spa, Carnival Cruises Spa Carnival and Cloud 9.

You will also be trained in the facilities. As mentioned, our ships' facilities vary as much as the size and itinerary. Obviously, the largest ships have the largest spas with the most opulent facilities .

The YMCA is a safe and clean lodge where all our staff stay during training. The cost of your lodge is paid for by Steiner and includes evening meals. While it is not luxurious, it does provide some insight into your cabin experience onboard. You will share and the facilities are small and basic. However, most staff leave the YMCA with fond memories of their time training with Steiner.

Directions to the YMCA

YMCA

Charter House, Charter Place
Watford, Hertfordshire, England
WD17 2RT
Tel: +44 (0) 1923-353600

Tube Station

Watford 0.9 miles (1.5 km)

Railway Station

Watford High Street Station 0.3 miles (0.5 km)

Motorway Junction

M1, Jnct 5, 1.6 miles (2.5 km)

Airport

Heathrow 13.1 miles (21.1 km)



[Click here to view the full map](#)

These locations are nearest as the crow flies, but may not be nearest by road.

Recommended Taxi Companies:

Stephen Kay Taxi (24hr Service)
Contact Tel No: +44 (0)7860 196151 /
+44 (0)845 6344266
Contact
Email: skay81uk@yahoo.co.uk

Highland Comfort (24hr Service)
Contact Tel No: +44 (0)7508 847167
Contact Email:
ken@highlandcomfort.co.uk