

Date of Issue/Rev: 2012-05-23 Rev – No: 0 Full Document Code: TUI C – FOM –03.10.03.07(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: JOB DESCRIPTION CHAPTER: SPA & SPORT MANAGEMENT
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Area: 03.10.03. SPA & Sport
Subject: JOB DESCRIPTION
MASSEURIN
Page: 1 of 2

Position: MasseurIn
Department: SPA & Sport
Rank: Crew
Line manager: SPA & Sport Manager

1. Responsibility

- (1) Providing professional care to guests within SPA & Sport.
- (2) Acting as representative and professional contact person for SPA & Sport at all times.
- (3) As masseur, applying a high level of specialist expertise to massage and spa treatments such as peels and body masks, to produce a professional and successful result.
- (4) Providing expert advice before, during and after treatment.
- (5) Giving competent sales advice and informed sales pitches.
- (6) Dealing with criticism from guests in an appropriate and confident manner.
- (7) Taking part in active cross-selling; making the guest aware of recommended offers in all areas of the SPA & Sport department (Bike, Golf, SPA & Meer, Wellness & Fitness, Dietary Advice, etc.).
- (8) Adhering to all SOPs, e.g. use of materials and procedures
- (9) Using all resources responsibly and bearing in mind the goal of commercial success at all times.
- (10) Ensuring cleanliness and hygiene, e.g. in cabins, and general cleanliness throughout the SPA.
- (11) Assuming responsibility for equipment and safety (in accordance with regulations) throughout the SPA.
- (12) Carrying out sea rescue drills with guests.
- (13) Carrying out and/or assisting with stocktaking exercises.
- (14) Supporting the team with any other tasks, as required
- (15) Offering the guest tea or water in the La Vida Sana Bar before or after treatment, as appropriate.
- (16) Ensuring proper care and maintenance of all equipment, such as beauty equipment, treatment couches, etc. (the employee will be liable for any loss resulting from negligence).
- (17) Organising various promotional events, e.g. sauna evenings, SPA evenings, etc.
- (18) Assisting with check-in on embarkation day.
- (19) Monitoring the strict adherence to safety, environmental and hygiene guidelines (USPH/HACCP, ISM/ISO, SQM, TUI C service standards) in his/her area of responsibility; regularly attending documented training courses run by department heads.
- (20) Reporting and dealing with relevant incidents, such as safety issues and breaches, damage, repairs, etc.
- (21) Knowing the muster list number and what to do in the event of an emergency.

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Page: 2 of 2

2. Qualifications/experience

- (1) At least 2 years' in-depth specialist training as a masseur, and knowledge and experience of peel, body mask or Thalassotherapy treatments.
- (2) Further training in specialist areas (Thai Yoga massage, Shiatsu, Lomilomi, etc.) is desirable.
- (3) Professional experience of working in the relevant industry.
- (4) Knowledge of German and English
- (5) Practical first aid certificate

3. Personal requirements

- (1) At least 20 years of age
- (2) Good organisational skills
- (3) Service and customer oriented
- (4) Strong sales and communication skills
- (5) Able to motivate others
- (6) A positive attitude
- (7) Professional demeanour and warm, friendly manner
- (8) Well-groomed appearance and confident manner
- (9) Strong sense of responsibility
- (10) Happy to work as part of a team
- (11) An effective communicator
- (12) Resilient
- (13) Flexible and willing to learn

4. Area of responsibility

Responsible for all work and service procedures in the Beauty & Massage department

5. Proxy

Colleagues in the Massage department.

At least one responsible employee must be trained up at any one time to ensure activities continue to run as normal in the job holder's absence.