**JOB DESCRIPTION**

**Job Title:**  Spa Beauty Therapist

**Responsible to:** Head Therapist/Spa Manager

**Directly Supervises:** None

**Scope and purpose of job:** To provide a range of treatments to resident and day guests, corporate members and local clients ensuring they are met in a professional, timely and efficient manner to support in achieving the department’s budget and standards.

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**Duties/Responsibilties:**

1. To carry out treatments to the highest of standards
2. To support excellent working relationships within the department.
3. To provide a high quality service to all our guests
4. Attend and contribute in monthly departmental meetings
5. Attend Health & Safety Meetings as required
6. Maintain data integrity of any electronic stock control system, point of sale, spa scheduling and hotel systems
7. Comply with all HR policies with regard to recruitment and disciplinary procedures
8. Ensure that all department equipment is in good working order
9. At the end of the day, clean down work station, handle room cleaning, sinks etc.
10. To attend and contribute to any internal or external departmental training organised on your behalf
11. To accurately record treatment and retail records for commission
12. Ensure that proper key controls are in effect
13. Ensure that all Spa supplies are efficiently requisitioned from storage and that weekly/monthly stock takes are taken
14. To be able to operate a manual system during down time.
15. Report any unusual occurrences immediately to the Spa Director or deputy
16. To be fully conversant with the product and service standards relating to both the spa and other departments in the hotel
17. Any other duties as imposed by the needs of the business
18. To carry out any reasonable request by a senior manager
19. To be able to work shifts with maximum flexibility as and when necessary

Human Resource

1. To attend departmental induction within and company orientation training
2. To adhere to company code of dress procedures at all times
3. To follow SOP’s for all leave (holiday, unpaid, sickness,)

Financial

1. To support with initiative and commitment the overall objectives of the business in terms of revenue, costs and team work – whist developing your personal competency levels.
2. To strive to achieve personal targets

Health & Safety

1. Always use the correct cleaning materials and in the correct manner at all times as laid down by the Control of Substances Hazardous to Health, (COSHH) Regulations 1988 and maintain your department COSHH Register
2. Ensure safe working practices are adhered to at all times
3. Proactively support the Health and Safety Policy of the company in conjunction with the Health & Safety at Work Act
4. Comply with the Fire Safety Policy of the company
5. Ensure that all equipment used within treatments is maintained and in good working order.
6. To deal with any accidents quickly , efficiently and following the correct procedure
7. To identify, deal with and alert the Spa Director to any H&S issue

Legal

1. To have a thorough knowledge of and adherence to the law with regard to the following company regulations:
2. Fire regulations and procedures
3. Health and safety regulations
4. First aid procedures

General

1. To ensure that the department supports fully with the company’s brand principles
2. To attend and contribute to all daily/weekly team meetings.
3. Demonstrate a pro-active approach to delivering company and operational standards
4. To display and fulfil the commitment to the WWL promise offered to its guests.
5. To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of the Spa Director or deputy
6. As part of the Spa team, this role will also involve general cleaning as required to keep the spa in excellent order, eg leaning sinks, rinsing out showers, emptying bins, replenishing supplies.
7. To assist reception as needed, answering phones, assisting with retail promotion, retail hot spots, packing mail orders and parcelling guest purchases.
8. The above job description must not be regarded as exhaustive, other tasks and responsibility of a broadly comparable nature may added on a temporary or permanent basis as appropriate.