



jd Spa Therapist

Revision : 1
Processowner : Henrike Suhr

Job Profile	Job Title	Spa Therapist
	Rank	Rating
	Department	Body & Soul
	Superior	Spa Manager, Spa Supervisor
	Subordinates	---
	Aim	Professionally care for guests in the Body & Soul area as per the Body & Soul philosophy Professionally conduct all sauna infusions and massage treatments, provide competent advice, and strive for service-oriented and successful sales Implement and monitor AIDA Body & Soul standards Responsibly handle all resources with business profitability in mind
	Educational Requirements	Professional training as massage therapist or physical therapist or successfully completed medical- or health-related training
	Professional Experience	Experience in wellness area with special training in, e.g. Lomi Lomi Nui, La Stone Therapy, Ayurveda Ideally, professional experience in spa hotels or the cruise industry Product knowledge customary for the industry
	Professional Skills	Service-oriented and strong active selling skills for treatments and products
Certifications	Pls see attachment as extract of "D Mandatory Certification Matrix"	

Competencies		1	2	3	4
Leadership	Goal-oriented leadership	X			
	Employee development			X	
Corporate	Economical thinking & acting			X	
	Result orientation and decision making			X	
Personal	Ability to cooperate & willingness to change			X	
	Ability to work under pressure and emotional stability			X	
Health, Environmental, Safety & Security	Safety/Security awareness & sustainability		X		
Professional	Orientation to guest and placing of the AIDA smile				X
	Behavior of reclamation and feedback			X	
	Sales Orientation (<i>On Board Revenue only</i>)			X	
	Guest relation & Entertainment (<i>Entertainment only</i>)				
	Nautical / Technical skills (<i>Marine only</i>)				
	Ship Safety Management (<i>Marine only</i>)				
	Quality of work results				X
	Computer skills		X		

1 = not relevant, 2 = less relevant, 3 = relevant, 4 = strongly relevant

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Language Skills	0	1	2	3	4	5	6
	n/a	A1	A2	B1	B2	C1	C2
English			X				
German				X			
Other:							

According to Common European Framework of References for Languages

Main Tasks & Responsibilities	<p>Duties include (but are not limited to):</p> <ol style="list-style-type: none"> 1. This person works independently in performing the tasks 2. Professionally conducting all massages, treatments, and wellness and spa treatments 3. Performing medical treatments subject to respective qualifications 4. Providing competent advice and strive for service-oriented and successful sales of treatments and products 5. Being a professional contact for guests and represent AIDA well 6. Booking appointments and make sales using a computerized reservation and cash register system 7. Ensuring cleanliness, hygiene, maintenance, and security throughout the Body & Soul area 8. Helping decorate the display cabinets, treatment rooms, and public areas 9. Supporting Spa Manager and Spa Supervisor with respect to stock keeping, controlling, and statistics 10. Providing professional advice regarding prevention and rehabilitation 11. Catering to guests and supervise the sauna as well as conduct professional sauna infusions 12. Actively cross-sell 13. Developing and conducting events, specials, and workshops in coordination with the Spa Manager
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