**Job Profile**

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| **Job Details** |  |  | | |  | |
| Job Title: | Saloon Nail Technician | | | | | |
| Grade: | 8 | | | | | |
| Business Unit: | Jumeirah Zabeel Saray | Location: | | The Palm | | |
| Department: | Talise Ottoman Spa | Function: | | Spa | | |
| Reports to: | Saloon Manager | | | | | |
| Job Summary | The Nail Technician performs professional nail, hand and foot treatments. They must possess thorough knowledge of the nails, including a basic knowledge of hand and foot massage techniques and neat application of polish. They must possess excellent cleanliness and sanitation skills and be willing to train in our saloon specific nail service offerings. They must possess excellent communication skills and be able to learn the product and service knowledge necessary  to effectively provide beauty solutions that will meet our guests need. | | | | | |
| Direct Reports: | * None | | | | | |
| Financial Accountability | * To be aware of the financial position of the hotel * To be aware of cost savings that can be made and implement as instructed * To be aware of the department’s performance relating to CSI and Quality | | | | | |
| Conditions of Work: | Flexibility in working hours. Presence needed mostly in Talise Ottoman Saloon and to liaise with external parties to promote Talise Ottoman Spa  As per local labour law …… hours per day or ….. hours per week plus an …… break per day. (Refer individual contract) | | | | | |
| **Role Overview** |  | | | | | |
| Purpose: | To operate and work in accordance with standards prescribed in the Operations Manual. To welcome guests to the Salon area and assist them prior to and after their services. | | | | | |
| Communication: | Internal | | External | | | |
| * Saloon and Spa Management team * All in house guests * All Spa Colleagues as required | | * All external guests | | | |
| Main Duties: | As a nail technician you are responsible for educating our guest about the health and wellness needs of their nails, hands and feet, and providing them with relaxing and therapeutic services that exceed their expectations. Your interaction with our guests will help determine whether they want to return to our spa and recommend us to their friends and family. We are committed to providing our guests with exceptional and friendly service while consistently exceeding their  expectations. Our goal is to convey a sense of professionalism and efficiency while giving ourguests that personal touch they have come to expect from our Spa and Saloon.   * Recognize our guests and always use their name * Deliver the experience our guests will remember forever * Be well informed and know your job * To report for duty punctually wearing the correct uniform and nametag and follow good hygiene habits at all times * To replenish all necessary items in saloon promptly. * Perform professional services according to standards with attention to detail and in a prompt timely manner. * Advise guests of salon and spa service programs, treatments and products. * Have complete knowledge and understanding of all services and products . * Actively promote home care programs, meeting minimum retail sales goals. * Assist in promoting saloon, spa & body care products to guests and offer full product knowledge. * To request, collect stock and supplies in accordance with minimum stock levels. * Ensure all nails areas are fully set up before beginning a service according to standards and procedures. * Communicate through appropriate guest cards any guest related matters, products or equipment needs, technical service requests, etc. * Assist in keeping accurate written records of treatments and products used in view of repeat guests. * Participate in on-going training, with assistance from your designated trainer and continue to study your skill. | | | | | |
|  | Related to operational plans | | | | | |
| **Role Specifications** | | | | | | |
|  | Essential | | Desired | | | |
| Qualifications | * High school graduate * Nail Technician Qualified - Must hold a current manicurist or Beauty Therapist diploma/license. * Ability to communicate fluently in the primary language of the workplace both verbally and non verbally * Minimum of two years experience in performing nail services. | | * Qualification in additional Alternative therapies | | | |
| Experience | * 2 years service experience in a 5 star saloon | | * Salon experience * Extensive knowledge in Anatomy and physiology | | | |
| Skills | * Good English knowledge and understanding verbally * Internationally qualified therapist | | * Multi lingual * Qualified therapist in hot stone massage, foot reflexology, Shiatsu | | | |
| Competencies | * Excellent interpersonal skills, * Anticipate guest’s needs and respond with congenial hospitality * Highly organized, ability to multi-task and work well within a team. * Flexible working hours * Win win attitude | | * Enthusiastic * Positive attitude | | | |
| **Document Control** |  | | | | | |
| Last Update by: | Jaycey Alva | | Date | | | 6 June 2018 |
| Approved by: | Michelle Saudan | | Date: | | | 6 June 2018 |