**Job Profile**

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| **Job Details** |  |  | | | |  |
| Job Title: | Spa Therapist | | | | | |
| Grade: | 9 | | | | | |
| Business Unit: | Jumeirah Zabeel Saray | Location: | | | The Palm | |
| Department: | Talise Ottoman Spa | Function: | | | Spa | |
| Reports to: | Assistant Spa Manager | | | | | |
| 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 Ottman Spa and to liaise with external parties to promote Talise Ottoman Spa | | | | | |
| **Role Overview** |  | | | | | |
| Purpose: | To operate and work in accordance with standards prescribed in the Spa Manual. To welcome guests to the Spa area and assist them prior to and after their treatments. | | | | | |
| Communication: | Internal | | External | | | |
| * Spa Management team * All in house guests * All Spa Colleagues as required | | * All external guests | | | |
| Main Duties: | **Operational:**   * To report for duty punctually wearing the correct uniform and adhering to grooming guidelines as per hotel and spa policy. * To practice Jumeirah hallmarks and guiding principles within your team and guests during your working hours * Perform all treatments relating to the following : * Hammam * Massage * Body treatments * offered within Talise Ottoman SPA, this includes treatments in the SPA treatment menu, new treatments, indoor and out door SPA treatments, group events according to standards with attention to detail and in a prompt, positive and timely manner. * Treatment rooms are therapist resposibilty to ensure the following: * Hot cabbies always are in immaculate condition * Treatment rooms are always set up as per treatment room SOP. * Cabinets are always set up/tidy/clean as per cabinet SOP. * Decorative items for the room, are the therapists sole responsibility to ensure they are kept in immaculate condition. * Candle holders should always remain clean. * Green Globe: always turn off lights, no candles burning in treatment rooms when treatments are not in progress. * Adhere to therapist opening and closing procedures. * Promote **all** spa products to **every** guest and offer full product knowledge. * To ensure you have relevant and sufficient stock to perform your treatments * Ensure all treatment rooms are fully set up as per SPA SOP before beginning any treatment. * Advise guests of spa service programs, treatments and products available at the spa. * Assist in keeping accurate written consultation records of treatments and products used in view of repeat guests. * Any guest related matters, products or equipment needs, technical service requests, assist with immediate action. * Participate in on-going training, with assistance from your designated trainer and continue to study your skill. * Retail recommendation cards must be provided to every guest and a note placed on the guest history of prodcuits purchased/recommended * To assist with supervisor/manager requests during free time. (30 minutes or more available) * To assist spa attendants, if you have 30 minutes or more available to assist with the stocking, cleaning and setting up of the facilities. * To assist spa GSE’s, if you have 30 minutes or more available to assist with the stocking of retail, assisting guests with tours or questions. * Assit with checking all spa facilties are in working order, if you notice an issue to report immedaitley to a supervisor/manager   **Financial:**   * Provide all guests with a retail recommendation card. * Upsell with every guest when possible. * Acheive set retail targets provided. | | | | | |
| Tasks (optional): | Related to operational plans | | | | | |
| **Role Specifications** | | | | | | |
|  | Essential | | Desired | | | |
| Qualifications | * High School graduate * Completed state required therapy anatomy and physiology course or internationally recognized therapy qualification * Ability to communicate fluently in the primary language of the workplace both verbally and nonverbally * Minimum of two years experience in performing therapy services. | | * Qualification in additional Alternative therapies | | | |
| Experience | * 2 years service experience in a 5 star spa * Extensive knowledge in Anatomy and physiology | | * Spa experience | | | |
| 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 * Enthusiastic * Positive attitude * ‘Can do’ attitude | |  | | | |
| **Document Control** |  | | | | | |
| Last Updated by: | Nadia Rogova | | Date: | 20 October 2017 | | |
| Approved by: | Tania Alves | | Date: | 20 October 2017 | | |