

THE
RED CARNATION
HOTEL COLLECTION



Job Description Spa Therapist
The Old Government House Hotel & Spa

Job Title: *Spa Therapist*
Department: *Spa*
Responsible to: *Spa Manager*

Summary of position

As a member of the Spa team, our staff and guests expect an individual whose appearance and general demeanour reflect the high standards of Red Carnation Hotels. Their attitude should be one of confidence and professionalism, whilst recognising that guest satisfaction is ultimately down to their performance and passion. A Spa Therapist is responsible for the delivery of exceptional treatment experiences and 5-star standards of service and care in line with the hotels' procedures.

General Responsibilities

- To always ensure excellent, prompt and professional guest service.
- To ensure exceptional personal and spa hygiene.
- To be totally familiar with all Spa & Gym operations.
- To consistently follow all policies and procedures as outlined in the manuals.
- To perform spa treatments (body, skincare, massage, nails and waxing) in accordance with Spa treatment protocol.
- To maximise revenue generating opportunities, whilst enhancing the guest service experience, through upselling, in accordance with outlet service journey.
- To build relationships with regular guests to get to know their preferences in order to make personalised recommendations.
- To set up, maintain and replenish treatment rooms throughout shift ensuring cleanliness and hygiene in accordance with RCH standards.
- To assist in stock takes and inventory.
- To carry out reception operations and assist when required.
- To be competent with the spa computer systems.
- To assist in marketing events, workshops, training and general spa tasks.
- To ensure spa ambiance and sensory experience is maintained at all times.
- To reach given retail and services targets.
- To assist in all spa centre activities including room allocations.
- To attend all operational briefing sessions and group training meetings as required.
- To complete the spa checklists to be conducted for opening and closing procedures.
- To conduct spa tours and regular site inspections.
- To report any client and staff feedback to your Supervisor or Head of Department.
- To carry out any reasonable additional duties as may be required by your Supervisor or Head of Department.

Sustainability

- To support and be involved in the Hotel Sustainability team, promoting sustainable initiatives throughout the hotel and the company.
- Reducing wastage and energy consumption within the department.

Health & Safety

- Know and adhere to the hotel's health and safety policy.
- Understand and follow the hotel's procedure for fire and bomb threats.
- Be vigilant at all time to possible risks and report these immediately.
- Ensure that all potential and real hazards are reported immediately and rectified.
- Ensure that all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others.
- Stimulate and encourage a general awareness of health and safety in relation to all tasks and activities undertaken in the department.
- Ensure that the work area (front and back of house), materials and equipment are clean and well-maintained at all times, and to report defective materials and equipment to the hotel management.
- Schedule and regularly conduct routine inspections of equipment and areas within your department.
- To ensure that you are following Red Carnation Hotel's policy in relation to Coronavirus and other respiratory diseases, allowing us to maintain a safe work environment.
- To monitor your own health and be mindful of any symptoms of sickness, reporting them to your supervisor/manager immediately.