



well spa retreat
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JobTitle: Spa Therapist

Reporting to: Spa Supervisor

PRINCIPAL PURPOSE OF ROLE:

To assist the Senior Therapist / Spa Management team in maintaining the highest standards of professionalism in all aspects of the operation within the Well Spa. To ensure all treatments are carried out to the highest standards and targets are met. To maintain the five star level of cleanliness required.

KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)

Specific:

- Day to day responsibility for equipment, products, cleanliness and hygiene of the treatment areas.
- Be able to carry out all treatments offered on the core treatment list and any promotions on offer at any given time.
- Responsible for achieving sales targets as set by the Spa Management team.
- Assist with demonstrations/ events as required.
- Must adhere to training as set down by the Spa Management team.
- To maintain the stock at the correct level following set standards.
- To use the correct quantities of products as specified by the manufacturer and not exceed that amount.
- Must attend all training courses as deemed necessary by Spa Management.
- Responsible for keeping up the high standard of treatment and service.
- To supervise and conduct the safety of users and equipment at the Spa and to receive training to ensure that all relevant legislation pertaining to the Health and Safety at Work Law and Health and Hygiene standards are implemented and monitored within the Spa.
- To maintain a high standard of appearance and personal hygiene



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- To arrive early for your shift so that you are full prepared to run your column for the day.
- To be adaptable and accountable for all actions.
- To cover other spa duties as and when required.
- To be courteous to guests and other members of staff at all times.

EXPERIENCE / KNOWLEDGE / SKILLS / UNDERSTANDING:

Essential:

- Level 3 Beauty and/or Holistic Therapy
- Excellent Time Management skills
- Customer service experience
- Co-operative, accommodating and fair in dealing with clients, other members of the team and other Bluestone staff members
- Experience with using certain products and upselling them

PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER:

- Excellent personal presentation.
- Positive “can-do” attitude.
- Able to work shifts and weekends
- Interest in and enjoyment of retail sales
- Genuine passion for spa and holistic treatments
- Flexible team player
- Excellent treatment standards
- Personal warmth
- Proactive and perfectionist attitude to work
- Commitment to ongoing personal development and maintaining current training standards
- Articulate and quietly confident