



well spa retreat  
mind • body • soul

**Job Title: Spa Apprentice**

**Reporting To: Spa Senior Therapists / Spa Supervisors**

**Principle Purpose of the Role:**

This is the ideal role for someone who is looking to become a Spa Therapist in a 5\* spa environment. This role will provide an opportunity to train in beauty and massage therapy whilst earning a living. The apprenticeship is a 22-hour contact; two days working in the spa and one day attending HB Training working towards a City and Guilds Beauty Level 2/3.

Under the guidance of the Spa Management and Senior Spa team, you will ensure the maintenance of the highest standards of hygiene and cleanliness in all aspects of the operation within the Well Spa.

**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:**

- Will be responsible for maintaining the cleanliness of the entire Spa in particular, the changing rooms, toilets, cafe and showers plus relax areas. These should be kept in a neat, tidy and sanitary manner in accordance with the Spa Manager, procedures and Health and Safety Standards.
- To assist in the day-to-day running of the Spa including opening and closing procedure.
- Will be expected to aid therapists in setting up for treatments and clearing away after.
- Will be expected to ensure there is enough laundry stock folded and ordered in at all times.
- Will be expected to monitor changing areas and remove soiled lining from these areas, remembering to check robe pockets and lockers for any left items.



well spa retreat  
mind • body • soul

- 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 as laid down by the Spa Manager.
- Courtesy to guests and other members of staff at all times.
- To assist to all guests and other members of staff at all times.
- To attend to guests in both the reception and waiting areas ensuring that they are comfortable at all times.
- You will be required to carry out spa journeys for guests and providing them with relevant information on the spa and its facilities.
- To assist guests in the sea weed bath treatment
- Attend off job training in HB training every Monday
- Follow a training plan within the spa
- Provide treatments when qualified

**Experience / Knowledge / Skills / Understanding:**

- An understanding of beauty therapy
- Excellent time management skills
- Co-operative, accommodating and fair in dealing with clients, other members of the team and other colleagues

**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
- Confident in your abilities