



## Job Description

<b>Job Title:</b>	Spa Therapist
<b>Accountable To:</b>	Spa Manager/Head Therapist
<b>Location:</b>	Moddershall Oaks Country Spa Retreat

### Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

**'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.**

### Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**  
We are focussed on personal and business success
- We are **Caring**  
We genuinely care about our guests and our colleagues
- We are **Creative**  
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**  
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**  
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

### Job Purpose

To ensure that the spa therapy suite is a special place to be for guests, by providing them with the most relaxing and enjoyable range of treatments. Achieve the highest standards of guest care and attention, by providing a professional but friendly therapy service at all times. Utilise therapy expertise to advise guests on beauty treatments and products and use initiative to ensure high levels of guest satisfaction are achieved.





## Principal Accountabilities

### Guests

1. Carry out consultations and treatments to a consistently high standard, and in accordance with standard operating procedures. Ensure a full guest consultation is carried out prior to performing any spa treatment and provide detailed aftercare and retail suggestions with the aim to enhance lifestyle and wellbeing.
2. Show willingness to provide a consistently high standard of treatments, be prompt with your time to ensure all guests receive the correct hands on treatment time.
3. Advise guests about the range of available spa and beauty treatments to ensure they meet their personal needs and enhance the spa experience.
4. Use excellent communication skills and product knowledge to explain treatment procedures to guests and provide information about the products used during the treatment.
5. Carry out treatments to a high standard. Ensure massages are carried out in according to the guest's individual preference, including the amount of pressure and preferred oils and/or creams.
6. Use personal judgement to gauge the amount of communication required with guests during treatments, usually keeping this to a minimum with the aim of ensuring guest wellbeing during the procedure.
7. Meet and greet guests in a warm, welcoming and caring manner, escort them to and from treatment rooms and ensure they have all the information they require to make their therapy experience special.
8. Maintain up to date professional knowledge of products and treatments, ensuring the correct amounts of product are used during treatments and answer any questions from guests about their use.
9. Seek direct feedback from customers, providing the best possible customer service. Ensuring that any complaints are addressed immediately to the guest's satisfaction and in accordance with the Complaints Policy.





## Spa Therapy Facilities

1. Maintain a high standard of cleanliness of work areas, treatment rooms, therapy floor and relaxation areas so that the best possible impression is given to guests.
2. Ensure there is an available supply of towels, linens, products and other amenities for the efficient delivery of treatments during each shift.
3. Carry out all close down and clean up duties at the end of each shift in accordance with standard procedures.
4. Follow all Health & Safety procedures and instructions accordingly and ensure a safe environment. Report any accidents, or health and safety risks immediately to the Spa Manager and abide by health and safety policy and procedures at all times.

## Therapy Team

1. Work positively as a member of the therapy team, co-operating with team colleagues and helping the team remain motivated to deliver the best possible service to guests.
2. Establish strong professional relationships with guests to help to build a successful client base for the Therapy team.
3. Work with team colleagues to achieve therapy and sales targets and ensure that high levels of guest satisfaction are achieved.
4. Contribute to product promotions and the identification and implementation of new product lines.
5. Take pride in the work of the therapy team and work with team colleagues to proactively suggest improvements to the Spa Therapy service.
6. Lead the way by showing willingness to performing treatments and presenting yourself to both staff and guests in full uniform standards.
7. With the Head Therapist, ensure the Therapy team achieved the highest standards, in accordance with the Operational Spa Excellence principles.





## General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Signed:

Date:





## Person Specification

<b>Job Title: Spa Therapist</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b>		
NVQ Level 3 Beauty Therapy	Essential	Application
Elemis training	Essential	Application
<b>Proven Experience</b>		
At least one years' experience within a therapy role	Essential	Application
Experience of providing a high standard of service to guests, ideally in a hospitality setting	Essential	Application/interview
Experience of working in a spa and therapy environment	Essential	Application/interview
<b>Knowledge, Skills and Abilities</b>		
Outstanding customer service skills	Essential	Interview
Knowledge of health and safety requirements	Essential	Interview
Able to work as a motivated team member and to motivate other team members	Essential	Interview
Time management, able to achieve deadlines		Interview
Excellent verbal communication skills	Essential	Interview
Able to work on own initiative	Essential	Interview
Knowledge of relevant therapy treatments and products	Essential	Interview
Displays a caring and welcoming approach to guests	Essential	Interview





Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview
<b>Other Attributes</b>		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application

