

## **Job Specification Head Beauty Therapist**

### **The Role:**

- To be responsible for carrying out a range of beauty and therapeutic treatments to all guests in a confident and highly professional manner using only the best selected products
- To maintain 5 star level of customer service and satisfaction.
- To ensure all guests feel very welcome and comfortable
- To work closely with the other members of the team to ensure the property runs smoothly

**Reporting to:** Managing Director

### **Key Responsibilities:**

- To carry out skin analysis and give advice about skin and body care.
- To use a variety of treatments and electrical equipment to therapeutically and professionally treat individual skin and body conditions.
- To provide a range of treatments including facials, aromatherapy treatments, waxing, manicures, pedicures, eyelash and eyebrow tinting (Massage is our core treatment)
- To perform Spa reception duties (you will be required to proactively arrange appointments with guests) and to maintain an up-to-date appointment and accounts system.
- To maintain client records.
- To maintain a professional image and build the local reputation of the spa positively.
- To maintain the treatment room in impeccable condition.
- To be responsible for keeping stock of products used and re-ordering them with the Management.
- To be helpful and professional when dealing with customers, providing assistance whenever needed
- To always smile, help your colleagues in any way needed and to do your job to the highest standard
- To be pleasant and tactful
- Have a genuine interest in people
- To have sensitivity when treating clients for body and facial treatments
- To develop a full knowledge of the property's facilities
- To support the House and other team members as needed



**Professional Requirements:**

Experience and qualification in the following areas:

- Knowledge of GUINOT products and services (preferred but not essential)
- Hot stone massages
- Aromatherapy
- Must be highly skilled at giving a variety of massage techniques.
- C.I.D.E.S.C.O or ITEC qualified (or equivalent)