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Spa Therapist

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Company: ONE & ONLY RESORTS Location: Dubai Category: healthcare-practitioners-and-technical

Job Description

To provide holistic treatments including massages, facial & body treatments and other wellbeing treatments to enhance the guest experience.

Ensure professional and consistent SPA services according to the Leading Quality Assurance (LQA) assessment the global market leader in quality assurance assessments and benchmarking analysis for the luxury hospitality industry.

Ensure the Spa is completely complying with all required standards as specified and mandated by the leading Quality Assurance assessment.

Key Duties And Responsibilities

Understands the company's objectives and standards, values and culture of the company applying them on the job daily.

Adheres to the hotel's policy relating to fire, hygiene, health and safety.

Achieves customers' expectations and performance targets of the department

Holds an impeccable personal grooming as per The Bab Al Shams Hotel Standards

Welcomes the guests/clients to the SPA and engage them in conversation to determine the services that they need

Interviews the guests/clients to determine of an illnesses or medical conditions that they may

have which will keep them from taking proper benefit from massage treatments

Takes notes regarding each guest's/client's medical history and ensure that appropriate precautions are taken so that the condition is not aggravated

Provides guests/clients with knowledge of different types of available massages and suggest appropriate massage therapies for individual needs

Explains massage procedure and provide information about products used during massage

Ensures that guest/client is asked if he/she is possibly allergic to any SPA products

Performs professional services according to standards with attention to detail and in a prompt timely manner.

Advises guests of SPA service programs, treatments and products available at the SPA including retail.

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Cross References and Citations:

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