

JOB DESCRIPTION

DEPARTMENT: The Spa **POSITION:** Esthetician

JOB OVERVIEW:

Responsible for ensuring positive and friendly guest relations. Design, conduct and recommend individualized skin care treatments for guests.

REPORTS TO: Spa Director/ Assistant Spa Director.

SUPERVISES:

WORK ENVIRONMENT:

Spa and Salon areas.

Job involves working:

- under variable temperature conditions (or extreme heat or cold).
- under variable noise levels.
- outdoors/indoors.
- around fumes and/or odor hazards.
- around dust and/or mite hazards.
- around chemicals.

KEY RELATIONSHIPS:

Internal: Staff in Spa, Laundry, Housekeeping and Engineering.

External: Hotel guests/visitors, Spa members, vendors.

QUALIFICATIONS

Essential:

1. High school graduate.
2. Current _____ Certification.
3. _____ years _____ experience.
4. Fluency in English both verbal and non-verbal.
5. Provide legible communication and directions.
6. Compute basic mathematical calculations (add, subtract, multiply and divide numbers).
7. Ability to:
 - perform job functions with attention to detail, speed and accuracy.
 - prioritize, organize and follow up.
 - be a clear thinker, remaining calm and resolving problems using good judgement.
 - follow directions thoroughly.
 - understand guest's service needs.
 - work cohesively with co-workers as part of a team.



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- work with minimal supervision.
- maintain confidentiality of guest information and pertinent hotel data.

Desirable:

1. College degree.
2. CPR certified.
3. Experience with computers, calculators or word processors.
4. Experience in Hospitality Industry in similar position.
5. Previous guest relations training
6. Fluency in a second language, preferably .

PHYSICAL ABILITIES

Essential:

1. Exert physical effort in transporting up to 50 pounds
2. Endure various physical movements throughout the work areas.
3. Reach __3__ feet.
4. Remain in stationary position for __60__ minutes to 7 hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:

1. Well groomed

ESSENTIAL JOB FUNCTIONS

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards. Forbes 5 Star, LHW, AAA Five Diamond and ESPA standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.
6. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
7. Maintain knowledge of hours of operation, memberships, reservations, fees, treatments, products and merchandise.
8. Set up and organize workstation with designated supplies, forms and resource materials; report shortages to supervisor.
9. Be familiar with all hotel/spa packages, promotions, prices and rates.
10. Perform opening procedures.
11. Inventory products.
12. Schedule guest appointments.
13. Handle no show appointments.



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14. Greet guests.
15. Verify medical releases from guests with applicable medical conditions.
16. Conduct appointments according to guest's comfort and desire.
17. Prepare guest consultation. Be thoroughly familiar and able to recommend the following skin care treatments: AHA Rapid Exfoliation, Aromatherapy, Cellular Repair, European Deep Cleansing, and Spirulina.
18. Wrap guest's head.
19. Follow draping procedures.
20. Follow facial sequence.
21. Remove mask treatment.
22. Perform hand massage treatments.
23. Sanitize implements.
24. Sell merchandise.
25. Depart guest.
26. Handle emergency procedures.
27. Refill/Clean steamer unit.
28. Follow dirty linen procedures.
29. Close station.
30. Check out with Supervisor.

SECONDARY JOB FUNCTIONS

1. Assist with other Spa job functions as assigned.
2. Document maintenance needs on work orders and submit to Manager/Supervisor.

STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.



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Team Member Name (Print)

Signature

Date



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