



## **Hotel Cerro Job Description – Spa Cerro Massage Therapist**

**Position Title:** Spa Cerro Massage Therapist

**Lines of communication: Reports to:** Spa & Retail Manager

**Responsible for:** Performing various Spa Services

**Liaises with:** Staff, Management

### **Position Summary:**

The Massage Therapist administers professional massage and body treatments to our guests. Must have a thorough knowledge of numerous massage modalities, and a general knowledge of various body treatments- scrubs and wraps. Must possess excellent communication skills and be able to learn the product and service knowledge necessary to effectively provide wellness solutions to meet the needs of our guests.

### **Duties and Responsibilities:**

Duties and Responsibilities will include but not be limited to the following:

- Be on time for your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Provide consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices.
- Effectively inform and educate our guests about specific wellness concerns.
- Be flexible with your schedule, supporting the needs of the spa.
- Properly care for equipment and use proper amounts of product to assist with cost controls.
- Have complete knowledge and understanding of all services and products offered.

- Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures.
- Perform prep work, properly clean and restock room as required.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Actively promote the spa, treatments, services and retail, as well as programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by guests.
- Possess the ability to work without direct supervision.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the spa.
- Assist in all areas of spa operation as requested by management.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.

**Prerequisites:**

- Strong verbal and written communication skills.
- A highly driven and motivated individual with a good knowledge and understanding of Spa operations.
- Must be flexible in terms of working hours and schedules.
- Must possess outstanding guest services skills and a professional presentation.
- Must be able to handle a multitude of tasks in an intense, ever-changing environment.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by guests and employees.
- Must have excellent cleanliness and sanitation skills.
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.
- Ability to move throughout the property (standing, walking, kneeling, bending) for extended periods of time.
- Ability to make repeating movements of the arms, hands, and wrists.
- Ability to express or exchange ideas verbally and perceive sound by ear.
- Ability to obtain impressions through the eyes.
- Manual dexterity, hand-eye coordination, and ability to work with hand above shoulders.

- Ability to occasionally move objects (lift, push, pull, balance, carry) up to 50 pounds.
- Ability to turn or twist body parts in a circular motion.
- Ability to tolerate exposure to heat, cold, chemicals, loud/noisy or quiet environment.

### **Education**

- Must possess current California Massage Therapy License.
- Comprehend and use basic language, either written or spoken, to communicate information and ideas.
- Ability to read, comprehend and write simple instructions, short correspondence and memos.
- Multiple language abilities preferred, fluency in English is required.

### **Experience**

- 1+ years demonstrated Spa experience preferably in a hospitality environment.
- 2+ years Hospitality, Customer Service