



## POSITION DESCRIPTION

## SPA SALON

### NAILS, HAIR, WAXING

<b>Division/Department:</b>	General Spa
<b>Reporting Relationship:</b>	Sr. Leader and Spa Director
<b>Location of Employer:</b>	
<b>Job Classification:</b>	Spa Team
<b>Pay Structure</b>	Commission + Bonus

**Professional Objectives:** To perform all salon services according to the spa/salon programs. Salon professionals must be skilled at hair styling and cutting, manicures, pedicures, and waxing services (individual specialties may vary by cosmetologist). Salon services must be delivered with the same diligence as spa services, exceeding guests' expectations.

### **Position Activities and Responsibilities:**

- Performs services according to the spa manual and training protocols
- Strives to learn all salon treatments permitted by license
- Practices all treatment protocols and rituals
- Interacts cooperatively with other spa team members to provide a seamless guest experience
- Presents a warm, gracious and professional persona toward guests and co-workers
- Adheres to high professional image standard such as dress, grooming, language, and lifestyle
- Practices the highest standard of sanitation, neatness, and visual presentation
- Actively builds repeat clientele
- Attends and participates in all general and team meetings
- Assists the spa team whenever asked
- Tracks salon inventory
- Maintains an organized station
- Attends all in-house training and commits to outside continuing education
- Participates in all aspects of marketing/special events planning and execution
- Makes effective use of sampling program as well as tracking results of those samples
- When asked, evaluates potential new team members for various positions
- Assists new team members to help them grow
- Completes daily checklist of cleaning obligations and abides by all county, state, and local laws and regulations regarding sanitation, cleanliness, and safety

- Adheres to work schedule and has good work ethics
- Maintain a positive and professional attitude
- Sets and achieves goals and targets
- Equipment/machinery utilization: Hot towel cabinet, pedicure thrones, small nail implements, sanitation equipment, hair tools, dryer, curling iron, straighteners, etc.

**Desired Qualifications;**

- Valid Cosmetologist license
- Special skills: Natural nail care, spa pedicure, nail repair, hair, skin
- Experience with all salon services
- Excellent communication skills
- Bilingual

**Behavioral Characteristics:**

- Strong guest service focus
- Enjoys team environment and interaction with co-workers
- Excellent communication skills
- Flexible and cooperative
- Good organization skills and follow-through
- Able to multi-task and improvise on the spur of the moment
- High energy, able to work in fast-paced environment
- Good sense of time management, prompt, runs on time
- Good sense of humor
- Self-motivated
- Able to work well under pressure
- Seeks out knowledge and enjoys learning/strives for professional growth

**Performance Expectations:**

- Achieves personal targets and goals \_\_\_\_\_
- Average service volume per guest: \_\_\_\_\_
- Average service upgrades per guest: \_\_\_\_\_
- Average home care volume per guest: \_\_\_\_\_
- Guest retention rate: \_\_\_\_\_
- Referral generation rate: \_\_\_\_\_

Other expectations are outlined in the performance review.

***Other expectations are outlined in the Performance Review.***

***I have reviewed and understand my specific position description, expectations and responsibilities:***

**Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_