POSITION DESCRIPTION: **Licensed Massage Therapist**

Division/Department: Spa - Massage
Reporting Relationship: Spa Department Lead or Spa Remedease Manager
Compensation Structure: Salary + Commission

Position Summary:

To deliver massage and body treatments according to licensing requirements, protocols and rituals guaranteeing the guest the ultimate spa experience. Massage therapists must portray a professional self-image and master treatment/product technical knowledge and skills. Massage therapists are expected to offer comprehensive and ongoing treatment and home care solutions for their clients and refer to other providers when indicated.

Essential Duties and Responsibilities:

- Ability to perform all massage, body and applicable add on treatments offered on the menu according to protocols and rituals
- Invest in continuing self-education to ensure growth
- Interacts cooperatively with other spa team members to provide a seamless guest experience
- Discovers guests' needs and makes appropriate ongoing treatment and home care recommendations
- Presents warm, gracious, and professional persona toward guests and co-workers
- Adheres to a high professional image standard in dress, appearance, language, and lifestyle
- Practices the highest standard of sanitation, neatness, and visual presentation
- Actively builds repeat clientele
- Maintains treatment suite and prep room neat and stocked at all times
- Attends and participates in all general and team meetings
- Assists with laundry and spa cleaning, even if an assistant is available
- Attends all in-house training and commits to continuing education
- Attends monthly, weekly and daily meetings
- Open to coaching, roleplaying and improvements to perfect skills
- Participates in all aspects of marketing/special events planning and execution
- Checks and responds to email communication regularly
- When asked, evaluates potential new team members for various positions

- Mentors, trains and assists new team members to help them grow
- Completes daily check list 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
- Team player and assists others whenever asked or without asking
- Maintains a positive and professional attitude
- Sets and achieves goals and targets

Desired Qualifications:
- Valid massage therapist license
- Valid CPR certification
- Specialized skills and knowledge of facial and body protocols, knowledge of aromatherapy, proficient in multiple massage modalities
- Guest service oriented with the ability to deliver the ultimate treatment experience
- Ability to follow protocols and directions
- Passion for continuing education and holistic health
- A professional work ethic and image

Behavioral Characteristics:
- Guest service oriented
- Enjoys team environment and interaction with co-workers
- Excellent communications skills
- Flexible and cooperative
- Good organizational skills and follow-through
- Able to multi-task and improvise on the spur of the moment
- Energetic, able to work in a fast-paced environment
- Good with time management, prompt, completes treatments within assigned time
- Good sense of humor
- Self-motivated and positive
- Able to work well under pressure
- Welcomes change
- Seeks out knowledge and enjoys learning/strives for professional growth

Measurable Performance Expectations:
- Monthly target and goal achievements
- Average service volume per guest
- Average service upgrades per guest
- Average home care volume per guest
- Guest retention rate
- Referral generation rate:
- Attendance
- Guest satisfaction rating
- Knowledge and skills
- Attitude
- Image
- Teamwork
- Work ethic

Revenue targets:
- Spa boutique sales targets _____
- Spa service volume target_____
- Spa gift card sales target _____
- Membership sales targets _____
- Upgrades and VPG target _____
- Other _____

Other expectations are outlined in the Performance Review.

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

Name _____

Signature _____

Date: _____