



POSITION DESCRIPTION	SPA SALON -NAILS
Division/Department:	General Spa
Reporting Relationship:	Sr. Leader and Spa Director
Location of Employer:	
Job Classification:	Spa Team
Pay Structure	Commission + Bonus

Professional Objectives: To perform all salon services according to the spa/salon programs. Salon professionals must be skilled in manicures, and pedicures.

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,

Desired Qualifications;

- Valid Cosmetologist or Nail Technician license
- Special skills: Natural nail care, spa pedicures, nail repair
- 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: _____