



## **Poets Cove Resort & Spa**

### **ESTHETICIAN JOB DESCRIPTION**

**Reports to: SPA MANAGER**

**Department: SPA**

#### **Job Summary:**

The Esthetician administers professional facials, waxing services, nail services and body treatments as assigned, to our guests. They must possess a thorough knowledge of the skin, have excellent facial massage and skin extraction techniques, possess excellent cleanliness and sanitation skills and be willing to train in our spa's specific facial and body treatment offerings. They must possess excellent communication skills and be able to learn the product and service knowledge necessary to effectively provide wellness and beauty solutions to meet the needs of our guests. They must hold and maintain a current provincial license.

#### **Duties and Responsibilities:**

- Be on time for your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Provide consistent professional facial and body treatments in accordance with spa protocols and accepted certification practices.
- 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 while educating and training guests in these areas.
- Actively promote home care programs, meeting minimum retail sales goals.
- Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures.
- Perform prep work and 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, sessions 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, ensuring complete guest satisfaction.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Possess 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.



**Position requirements:**

- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication and listening skills, as well as basic computer knowledge.
- Must be a team player.

**Education and Experience Requirements:**

- Must hold and maintain a current Provincial license
- Minimum of two years experience in field

**\*Note\*** All duties and requirements stated are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the staff occupying this position. Staff members may be required to perform other job-related duties by their supervisor.

I have thoroughly reviewed and understand the responsibilities and expectations of this job description.

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_