



Poets Cove Resort & Spa

MASSAGE THERAPIST JOB DESCRIPTION

Reports to: SPA SUPERVISOR

Department: SPA

Job Summary:

The Massage Therapist administers professional massage and body treatments to our guests. They must have a thorough knowledge of numerous massage modalities, possess a general understanding of body treatments and be willing to train in our spa's specific massage 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 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 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.



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 with clients

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: _____