GENERAL DESCRIPTION

The Spa Therapist responsibility is to provide professional and engaging wellness therapies and massage treatments to our guests. There must be a thorough knowledge of numerous massage modalities, and a general understanding of body treatments.

QUALIFICATIONS

Minimum Qualifications to Perform Role:

- Tertiary qualification in Somatology or equivalent
- Driver's license

Preferred Qualification:

- First Aid certificate is advantageous

Minimum Period of Experience:

- Minimum 4 years experience as a Spa Therapist.
- Hands-on experience in massage techniques, manicures, pedicures, waxing and face/body therapies
- Previous traceable work experience as a Spa Therapist

INTERACTION:

- **Reports To:** Lodge Manager
- **Direct Reports To:** Lodge Staff
- **External:** Guests

Babanango
GAME RESERVE

Application may be submitted to

careers@babanango.com

Please note: If no communication is received within 14 days, please accept that your application was unsuccessful.

WORK TASKS

- Be on time on your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Provide consistent professional massage, body treatments and wellness therapies in accordance with spa protocols and accepted certification practices.
- Effectively inform and educate our guests about specific wellness concerns.
- Perform massage, manicures, pedicures, waxing and face/body therapies to guests
- Maintaining detailed records of massages, treatments, and therapies performed on each spa guest.
- Communicating with guests during massages to adjust massage techniques as required.
- Resolving guest complaints professionally and courteously and reporting any accidents/incidents to the Lodge Manager.
- Maintain a clean and hygienic treatment environment, adhere to safety standards, and uphold excellent customer service practices
- Cleaning and sanitizing work areas, changing treatment room sheets, and sterilizing all instruments and equipment before each use.
- Explaining massages, treatments, and therapies to guests and providing suitable recommendations as needed.
- Ensuring that the spa is adequately stocked with spa supplies and reporting shortages to the Lodge Manager.
- Enquiring about guests' medical conditions and allergies before providing spa services.
- Properly care for equipment and use proper amounts of product to assist with cost controls
- Actively promote the spa, treatments, services, and retail, as well as programs, promotions and/or discounts available.
- Possess the ability to work without direct supervision.
- Maintain a positive attitude and contribute toward a quality work environment.
- Assist in all areas of spa operation and other reasonable duties as requested/required by lodge management.
- Hosting of Guests outside of the Spa environment when applicable

SKILLS

- Sound knowledge of anatomy, physiology, and different massage techniques.
- Excellent Communication & listening skills
- Show enthusiasm and possess a friendly and outgoing personality
- Basic Computer Knowledge

CHARACTERISTICS

- Ability to work independently without supervision
- Self-motivated
- Communication and customer service skills
- Positive attitude
- The ability to stand for extended periods
- Excellent organizational skills
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