



Spa Therapist Job Description

Job Title: Spa Therapist

Department: Spa

Responsible To: Spa Receptionist / Spa Head Therapist / Spa Assistant Manager / Spa Manager

Main Purpose of Job Responsible for producing and ensuring a safe, clean, and enjoyable environment for the guests by ensuring a high standard of care, cleanliness and tidiness in all areas at all times. To assist with the smooth running of the spa by e.g. ensuring a continual check of all areas, appropriate stocks of fresh towels in all areas and assistance with guests wherever and whenever required.

Responsibilities & Main Duties

- To ensure a continual level of superior presentation, organisation, cleanliness and tidiness of the following areas at all times:
 - Changing rooms, showers and toilets
 - Treatment rooms when requested
 - Public areas & Bridge
 - Spa Lounge
 - Thermal Suite
 - Relaxation area
 - All Laundry and towel store areas
- To fulfil all spa assistant duties and to assist with any other duties including dealing with clients, answering phones and appointment making as required by the Spa Manager/ supervisor on duty.
- Pass any relevant comment or guest query to the relevant staff member or manager when required. Provide Management with any feedback you feel will heighten the guests spa journey
- Ensure changing rooms are kept clean, neat, stocked and tidy at all times. Make regular checks to ensure the highest of standards at all times.
- Replace the water and juice jugs and ensure continual supply of cups, plastic glassware, fruit, teabags and other items required etc
- Empty towel bins, recycling & rubbish bins regularly
- Ensure continual supply of towels and gowns going through the laundry. Keep stock cupboards, treatment rooms, changing rooms, thermal suite etc full of towels and gowns at all times.

- Assist with the set up of treatment room equipment when required
- Assist with room turnarounds whenever required
- Clean and mop all pool and wet areas, thermal suite floors etc throughout the day's operation.
- Make a regular check of all spa public areas.
- Check towel bins and rubbish bins in all areas regularly.
- Keep clean all aspects of door handles, glass, all surfaces etc at all times.
- Ensure that back of house areas are clean and tidy at all times.
- To report any maintenance issues noticed whilst on shift.
- Check public areas constantly for cups, crockery etc. arrange magazines neatly.
- Ensure there are enough towels & Sheets in each area for the next shift and leave the laundry store neat and tidy.
- Restock all toilets and changing room areas with shampoo, lotions, cotton wool, tissues, cups and toilet rolls etc.
- Ensure a verbal handover to the next shift team member and or reception re: any guests currently in treatment who you are dealing with.

Customer Care

“We will offer our guests a great Hotel experience with genuine friendly service”.

1. To ensure the highest standards of service and customer care are offered at all times.
2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. To continually strive for service improvements within your department.
4. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
5. To handle concerns & complaints from customers in a professional and tactful manner.
6. To provide hands on delivery of advice & knowledge to customers.

Health & Safety

A copy of the Westport Hotel Group safety statement is available in your department.

The duties of Employees are set out as follows in accordance with section 13 of the Safety, Health and Welfare at Work Act, 2005.

- Take reasonable care for the health and safety of yourself and others at your place of work,
- To promote a safe working environment and be aware of Health & Safety and Fire Procedures for the guests, your colleagues and yourself
- To actively support at all times company policy, and best practices in the area of security with emphasis on protection of customer sensitive information.
- Observe the laid-down system of work and the precautions that must be taken as well as using the correct equipment to do the job,
- Use correctly the safety aid appliances and protective clothing provided by the Hotel.

- Report at once, the management any dangerous occurrence, unsafe conditions or defects in equipment and/or premises.
- Seek advice on safety if you are not sure what to do.
- Co-operate with management in ensuring health and safety in the working environment.
- Understand and carry out all emergency procedures, fire precautions and evacuation procedures laid down.
- Attend all statutory training including refresher training.
- No smoking except in duly authorized area.

Environmental Policy

All personnel are required to adhere to the strict guidelines dictated by the hotel environmental policy and to support the reduction of all resources to include energy, water and waste.

I have read and agree with the job description. I understand that the above is neither definitive nor restrictive and may be modified to meet changing needs.