



JOB DESCRIPTION: Massage Therapist

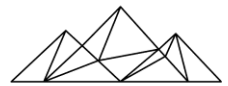
REPORTS TO: Spa Manager

Onsen Hot Pools Retreat and Day Spa is a destination health spa located in Arthurs Point, Queenstown. As a Massage Therapist, you are required to conduct the duties and responsibilities as outlined below while abiding by operational policies and procedures to ensure. There is an expectation that you work in a time efficient manner to contribute in the smooth running of the operation as a whole.

From time to time a massage therapist may assume the role of 'shift coordinator' who directs the activities of their co-workers for the duration of a shift. While operating in this mode, staff are to follow the directions of the coordinating staff member.

DUTIES AND RESPONSIBILITIES

- Maintain massage room with supplies and ensure neatness across your shift.
- Comply with all procedural guidelines pertinent to massage therapy and interact nicely with guests.
- Provide safe, suitable and effectual massage techniques.
- Explain method and applicable techniques appropriately to customer needs as well as preferences.
- Ensure to observe customer reaction to massage and modify as required.
- Maintain confidentiality as well as sensitivity related to age plus gender during client interactions.
- Report any unusual customer interactions to supervisor promptly.
- Take responsibility to clean and maintain massage rooms, changing linens and refilling supplies etc.
- Provide comfortable plus relaxing spa experience to all guests ensuring extreme safety for guests.
- Provide body treatments and therapeutic massage services utilizing various modalities.
- Perform opening and closing procedures
- Be thoroughly familiar and able to recommend Spa products and treatments
- Discuss the pre-massage consultation document with the guest to understand the basic medical history of the client, assesses any problems or conditions and suggests appropriate therapy based on current health of client.



O N S E N

- Provide massage services as outlined in the marketing including but not limited to Relaxation massage, Deep Tissue Massage and Facials.
- Maintain complete knowledge of correct maintenance and use of equipment, also use equipment only as intended.
- Always maintain positive guest relations and maintain client details and confidentiality.
- Sort and wash all linen, robes, and other laundry as and when required.
- Prepare guest drinks and snacks at the conclusion of the guest's treatment.
- Perform other work related activities as requested.

Front Line Duties

- Greet customers and receive payments/vouchers.
- Answer client questions about the Onsen Hot Pools and massage experience.

Any other duties required

- From time to time other duties or responsibilities may be required of the massage therapist
- This role involves regular contact with the public, which creates an increased likelihood of infection from Covid-19. Therefore, risk mitigation under our health & safety policy may require the use of masks, physical distancing and vaccination to maintain safety.

Required Skills and Experience

- Certificate in Massage Therapy or a minimum of 6 months' experience within a therapist role.
- Must have relevant industry experience
- Outstanding level of customer care
- Be professional and reliable
- Have good communication skills
- Be confident and motivated
- Have good time management skills
- An excellent work ethic, initiative & the ability to multitask