

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

SPA THERAPIST

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Role Title – How I will be known Spa Therapist

Key Relationships – Who I will engage with

- I will report directly to the Spa Supervisor.
- I will report indirectly to the Deputy General Manager (DGM)
- I will be responsible for providing Spa Therapy Treatments.
- I will engage with Reception, Reservations and Sales & Marketing teams.
- I will engage with other Hotel department heads as required, importantly Housekeeping and Engineering
- I will work cohesively with the management team to achieve our shared goals.

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional spa experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The Spa Team exceeds performance targets.
2. Our guest experience is consistently exceeding their expectations.
3. The financial targets for the Hotel and the Division are achieved.
4. The Fife Arms achieves national and international recognition.

Key Tasks - How I will achieve the outcomes

General

I will take responsibility for the following within the Spa:

1. Deliver an exceptional spa treatment and experience to our guests,
2. Carry out all treatments in line with agreed protocols and operating standards,
3. Taking bookings and maximising opportunities for upselling,
4. Promote Sales of Retail Products at all key touch points with the Spa
5. Providing and projecting a calm and professional image at all times,
6. Meet the spa day to day operational requirements supported by the Spa, Supervisor, and Deputy General Manager.
7. Work closely with Reception and Reservations to ensure bookings and opportunities are effectively managed.

Pre-Opening

- Participate in all induction and training programmes,
- Support the development and compilation of Spa Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Support the development and implementation of the Spa readiness plan for opening on time.
- Support Head of Departments Team in their activity.

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Open for Business

- Deliver all Spa treatments to the highest standards and ensure excellent guest service.
- Deliver a variety of spa services (body treatments, massages, facials and manicure/pedicure) in a safe and comfortable manner.
- Offer a 'personalised' spa experience for our guests, listening to their individual needs and requests.
- Ensure that product knowledge is well known, and that the client's time is educative, therapeutic, and relaxing.
- Be flexible and assist in operation of all spa areas as required including Reception, Spa Retail, Relaxation Lounge, Sauna and Changing Rooms.
- Maintain a high standard of appearance and personal hygiene.
- Courteously interact and answer all spa and hotel related questions with guests, acknowledging and responding to relevant customer queries, needs and expectations.
- Behave in a discreet and confidential manner.
- Be knowledgeable on all facilities, products, and treatments offered within the Spa, informing the client of availability when requested.
- Be on time for appointments and thoroughly review appointments after completing each treatment
- Suggest and promote retail products or additional service.
- Attend regular spa meetings.
- Perform as a professional, with a friendly attitude and conduct all duties and responsibilities as required, or assigned by the Spa Supervisor.
- Maintain cleanliness, replenishment of towels and products and attention to detail in treatment room and all spa areas.
- Maintain inventory of supplies for the operations of the treatment rooms and retail
- Attend any necessary training courses in-house or external.
- Uphold hygiene standards and follow Spa health and safety regulations
- Ensure the effective application of Hotel Health, Safety and Security Policy.
- Lead by example, active coaching and mentoring of peers and colleagues.
- In general support the General Manager to achieve the Hotel financial target.

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SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU

General - Every Team Member

Communication Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic
Interpersonal Skills
Natural flare for hospitality
Organisation Skills
Ownership and proactivity for learning and development
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific - To the Role

Calm and Caring
Luxury Spa or Luxury Hotel
Leadership
Promoting
Professional

Spa Therapist with:-

- Certificates in Full Body Massage and Facials
- Manicure and Pedicure Skills
- Waxing Preferable
- Spa retail and product sales preferable

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THE PACKAGE

We want to attract and retain people who want to be part of our story and grow with us as our business grows. So, our package offer aims to offer you not only a competitive salary but a range of benefits which will support you in your own career and personal development.

Location	The Fife Arms, Mar Road, Braemar, AB35 5YN
Start Date	TBC – awaiting confirmation of hotel opening date
Salary	£16,000 to £18,000 depending on experience
Pension	Up to 3% employer match
Incentive	Member of staff gratuity scheme
Holidays	29 days leave per annum (including bank holidays) Holiday purchase scheme up to a maximum of additional 5 days per annum
Accommodation	Staff Accommodation may be provided at cost of £49 per week.
Food	One meal provided per working day
Flexible Working	Flexible working options to balance your career with personal needs
Personal Growth	We believe in providing our people with the opportunity to be inspired and enriched in the same way as our guests through access to community and education programmes in respect of art, culture and nature.
Learning	We want people to join us who share our passion. If you are ambitious, keen to learn we will provide opportunities for both your personal and professional development.
Activities	Braemar is in the Cairngorm National Park and is rich with activities, from fishing and stalking to walking, climbing, skiing, and kayaking. It is an area rich with history, including castle trails and Pictish stones, as well as being part of the Whisky Trail.