



Job Description

Job Title: Spa Therapist

Reports to: CEO (Carla Pasco Jones)

Main Duties:

- ★ Be a forward thinker and a problem and solution solver. A proactive individual with impeccable customer service. Our customers are our lifeline, and the right candidate should naturally have strong skills of empathy, kindness, and fairness
- ★ Perform all treatments to the highest standard, ensuring client comfort is maximised
- ★ Provide a VIP treatment for all clients, going above and beyond to make them feel comfortable
- ★ Greet clients warmly, introduce yourself and confirm their treatment and how they should prepare.
- ★ Listen to client wants, needs and requirements, Connecting with their needs to retail solutions
- ★ Check client treatment forms/files for any contraindications, and discuss any concerns with clients (ie allergies). Followed by completing a therapist consultation form for each appointment (lif treatments should not go ahead, alert reception)
- ★ Check during and after treatment how the client is feeling, and if they would like anything done differently
- ★ Discuss client treatment aftercare and how often they should book their appointments or what other treatments/courses may be beneficial
- ★ Understand and adhere to internal and client safety standards of practice
- ★ Follow treatment protocols for all treatments (ie patch test for tinting)
- ★ Keep to treatment times
- ★ Update client notes after every treatment
- ★ Check booking system regularly to see where your day may have changed
- ★ Achieve targets by efficient use of sales skills, excellent service and product knowledge
- ★ Be available on the shop floor, in between treatments to assist in sales
- ★ Play a pivotal role in mentoring and developing new therapists when required
- ★ Adhere to all company policies (including HR & Health & Safety)
- ★ Keep designated treatment room clean and tidy at all times and complete 'end of day' cleaning checklist (thorough deep cleans are expected during downtime)
- ★ Maintain cleanliness, sterilisation and hygiene of all equipment
- ★ Ensure the treatment room is well stocked, and request stock from the front desk if needed.
- ★ Keep wax pots clean and full throughout the day to reduce risk of burning
- ★ Maintain excellent relations with all other staff members
- ★ Attend important workshops, training or team meetings. These may be outside of your scheduled hours of work. You must be flexible to attend this.
- ★ Be an effective positive and enthusiastic team player, to help build and maintain a strong team

For more information on working for Bodhi Tree Spa, [read our blog post](#)