

Job Description: Spa Therapist

Department: Spa

Reports to: Spa Manager

Overview:

As a Spa Therapist at The Killarney Park Hotel, you will be responsible for delivering exceptional spa treatments and services to guests, ensuring a relaxing and luxurious experience. You will perform a range of treatments, including facials, massages, body treatments, and other wellness services, in line with the spa's standards. Your role will focus on providing excellent guest service, maintaining a professional and welcoming environment, and contributing to the smooth running of the spa.

Key Responsibilities:

- **Treatment Delivery:**
 - Perform a range of professional spa treatments, including facials, massages, body treatments, and other wellness therapies.
 - Personalize treatments to meet guest preferences and needs, ensuring a high standard of service.
 - Stay updated on new spa trends, treatment techniques, and products to enhance guest offerings.
- **Guest Experience:**
 - Provide excellent customer service, ensuring guests feel welcome, relaxed, and valued throughout their spa visit.
 - Address guest concerns or requests professionally, ensuring their satisfaction.
 - Maintain confidentiality of guest information and treatment preferences.
 - Ensure guests are informed about additional services, products, and promotions available at the spa.
- **Spa Environment:**
 - Maintain cleanliness and organization of treatment rooms, spa facilities, and equipment.
 - Ensure all spa areas, including relaxation rooms, are tidy, hygienic, and meet health and safety standards.
 - Follow spa protocols and health and safety guidelines to ensure guest safety and wellbeing.
- **Product Knowledge and Sales:**
 - Advise guests on spa products and retail items, providing recommendations based on their treatments and skincare needs.
 - Upsell additional treatments, services, or products to enhance the guest experience and contribute to revenue.
 - Ensure that retail products are stocked and displayed according to the spa's guidelines.
- **Team Collaboration:**
 - Work closely with other spa team members to ensure smooth operations and guest satisfaction.
 - Support colleagues during busy periods to ensure all treatments are performed efficiently.
 - Assist in maintaining spa standards of hygiene and presentation.

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- **Administrative Responsibilities:**

- Maintain accurate treatment records for each guest, ensuring confidentiality and proper documentation.
- Assist with the booking and scheduling of spa treatments, as needed.
- Report any equipment issues, inventory needs, or maintenance requirements to the Spa Manager.

Working Hours:

This role requires flexibility in working hours, including evenings, weekends, and public holidays, based on the spa's operating schedule.

About The Killarney Park Hotel:

The Killarney Park Hotel is a luxurious five-star hotel offering guests an indulgent spa experience in the heart of Killarney. The spa provides a range of treatments designed to promote relaxation and wellness. As a Spa Therapist, you will play an important role in delivering the high standards of service that The Killarney Park Hotel is known for.