

Position: Spa/Massage Therapist	Department: Spa	Supervisor: Lead Therapist, Spa Director	
Job Titles Supervised: None	Date: August 12, 2016	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

Primary responsibility is to provide professional massages with a variety of techniques such as: Swedish, aromatherapy, sports massage, reflexology, deep tissue, stone massage, etc. To perform spa body treatments such as: scrubs, wraps, couple’s treatments, bath preparation and to provide guest in room service.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- Comply with guest privacy standards
- Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- Complete work in a timely manner and meet productivity standards/expectations
- Keep work area clean, neat, and well organized
- Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- Perform additional duties as assigned



Job Duties and Responsibilities:

- Maintain complete knowledge of:
 - Hours of operations and activities of hotel
 - Spa services and products
 - Scheduled daily group activities
- Maintain complete knowledge of, and comply with, Spa and departmental policies and procedures
- Complete the Spa at Inn by the Sea protocols and treatments certification process successfully
- Notify management with all maintenance needs
- Greet each guest warmly and provide a courteous good-bye
- Handle guest complaints by following hotel procedures and ensuring guest satisfaction
- Set-up treatment rooms at the beginning of each shift with all needed supplies and equipment
- Perform daily routine of set up and break down of massage rooms
- Attend all required meetings and training sessions
- Provide treatment records (payroll records) to the Lead Therapist as required
- Maintain the Therapists and Technicians Code of Conduct:
 - Maintain a positive attitude at all times, with guests and team members. Treat others with respect, just as you would wish to receive
 - Abide by all city, county, state and federal laws and regulations as required for your chosen profession. You must maintain an active state license at all times and keep current certifications
 - Inform guests of exactly what service will be performed and the steps to the treatment before beginning the treatment. The guest should have no surprises. Always reassure the guest, building confidence and trust
 - If a question of doubt arises over undertaking a treatment, i.e., medical complications or conditions always refer to the guest to consult their physician
 - Remember, "If you don't know, DON'T". Do not diagnose
 - Never over-ride or disparage the advice of another therapist, nutritionist, nurse, physician or other health professional. Treat other professionals professionally
 - Loyalty to Inn by the Sea is required in the following ways
 - Never demean the establishment, management, fellow team members, the services offered or the chosen products
 - Guests are guests of the Inn and not of staff personally. If you are requested to perform a treatment and are not available, refer another therapist. Do not presume to develop a personal clientele from Inn by the Sea spa guests
 - Never leave a guest unattended. Escort the guest to and from the relaxation area. Keep the atmosphere pleasant and be a good listener. Be aware that this is the guest's opportunity to relax. Only communicate as you need, greet the guest and inquire as to how their stay is going, explain the draping, treatment, etc. and to check in with the guest on pressure, sensitivity, etc. during the treatment. Allow the guest to relax if they choose not to talk during the treatment. In communicating with our guests do not become over familiar, gossip, tell off color jokes/stories or complain about team members. Even if you disagree with a guest's point of view, don't argue or give your personal opinion. Keep it light and pleasant
 - Spa staff is required to have a working knowledge of all spa and fitness services, amenities and department hours of operation
 - Guest comfort is paramount. Guest modesty is a critical issue. Due to the personal nature of spa treatments and services, it is important to respect the modesty of each guest. Always explain to the guest that they will be covered and draped at all times, except the body area you are working on. Communication of this will prevent unnecessary discomfort. Pay attention to the guest needs
 - If a guest suggests or makes a gesture of a sexual nature, you are authorized to end the treatment and leave the room immediately. Immediately report the incident to a manager
 - Therapists must have a working knowledge of anatomy and physiology and understand the relationship between the structure and the function of the area being treated. Estheticians must have a working knowledge of the skin and physiology related to its health. Each must have sound



product knowledge and thoroughly understand the theory and benefit of each treatment and product. Your credibility depends on your knowledge

- Provides authentic treatments that are conducted in the full time allocated for the treatment and talks to guests about exercise, stretching, relaxation or lifestyle needs that will aid them within your licensed scope. All treatments are to be conducted according to the written protocols
- Maintain a clean, sterile treatment room, keeping room organized and free and clear of items on floor and counters
- At all times, remember, you are in a position to add to the creditability and professionalism of your career

Skills Required:

Previous experience in a spa, physician’s office or professional massage clinic. Must have knowledge of physiology and anatomy, and be proficient in various body work techniques and modalities. Ability to assess guests’ physical needs and knowledge of proper therapy methods and contraindications to insure that no harm comes to guest. Practical knowledge of proper “draping” techniques. Must possess the physical strength required to perform massage therapy and ability to stand six to eight hours daily.

Excellent communication skills required (including legible writing). Ability to focus attention on guests’ needs, remain calm and courteous, and maintain confidentiality of all guest information and pertinent Spa data. Ability to think clearly, quickly, maintain concentration and make concise decisions. Ability to work cohesively with all Spa areas and co-workers as part of a team. Ability to perform job functions with minimal supervision; demonstrate attention to details; prioritize, organize and follow up.

Experience / Education:

Minimum of two years massage/skin care experience

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, guest comments, Brand Scores, cash over/short, Signature, etc.

Physical Demands:

This is a physically demanding job that requires extended periods of walking and standing with some bending and lifting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date



Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place curser to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of time spent standing while performing duties.
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Walking (Number of hours walking)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate walking while performing duties.
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Bending	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Infrequent bending while performing duties, i.e. picking up supplies.
<input checked="" type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

Squatting	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Kneeling	
<input type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	



Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent twisting while performing duties.
<input checked="" type="checkbox"/> Infrequent: 1-120 twists/day	
<input type="checkbox"/> Moderate: 121-480 twists/day	
<input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

Lifting Floor to Waist	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting to Waist to Shoulder	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Pushing / Pulling	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Majority of time spent performing repetitive motion, i.e. keying data into reservation system.
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

Cardiovascular - Endurance (Maximum Work-load Required Each Day)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Majority of time spend standing on feet
<input checked="" type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input type="checkbox"/> High energy requirements	

Manager

Date

Employee Signature

Date