

SPA THERAPIST | AURA SPA BOWFIELD

MANORVIEW HOTELS AND LEISURE GROUP IS AN AWARD-WINNING HOSPITALITY COMPANY WITH QUALITY HOTELS, BARS AND NIGHTCLUBS. OUR MISSION IS TO BUILD A VALUES-DRIVEN BUSINESS THAT IS LOVED BY OUR TEAM AND OUR CUSTOMERS. WE ARE ONE OF 'SCOTLAND'S BEST 50 COMPANIES TO WORK FOR 2018' AND AN INVESTOR IN YOUNG PEOPLE.

DUE TO THE CONTINUED SUCCESS OF THE AURA SPA AT THE BOWFIELD HOTEL, WE ARE LOOKING FOR A THERAPIST TO JOIN OUR TEAM. IMMEDIATE STARTS ARE AVAILABLE.

IF YOU HAVE GOOD COMMUNICATION SKILLS, GREAT CUSTOMER SERVICE, ABILITY TO MULTITASK AND WORK UNDER PRESSURE AND AT ALL TIMES GIVE GREAT CUSTOMER SERVICE WITH ATTENTION TO DETAIL, THEN THIS COULD BE THE JOB FOR YOU.

YOU MUST HAVE NVQ LEVEL 3 OR EQUIVALENT IN BEAUTY/SPA THERAPY

YOUR JOB ROLE WILL INVOLVE

- SUPPORTING SPA TEAM IN DELIVERING OUTSTANDING SPA EXPERIENCE FOR ALL GUESTS
- DELIVERY OF GREAT SERVICE TO GUESTS
- DELIVERY OF GREAT TREATMENT STANDARDS

THERAPIST JOB DUTIES

- WELCOME GUESTS WITH YOUR NATURAL TALENT FOR CUSTOMER FOCUS
- BUILD RAPPORT WITH YOUR CUSTOMERS AND DELIVER WHAT THEY NEED, ENSURING AN UPSELL WHERE APPROPRIATE
- ALWAYS BE PREPARED ACCORDING TO BRAND STANDARDS
- OFFER A PROFESSIONAL ENVIRONMENT, ENSURING CUSTOMERS ARE COMFORTABLE AND AT EASE TO ENJOY SOME TIME FOR THEMSELVES THROUGH LIGHT CONVERSATION AND REASSURANCE
- UNDERSTAND YOUR TREATMENTS AND PRODUCTS IN ORDER TO OFFER THE CORRECT SERVICE LEVEL AND RECOMMENDATIONS
- SUPPORT CENTRALLY DRIVEN PROMOTIONS AND GUIDELINES
- MEET SET KPI'S ON A DAILY, WEEKLY AND/OR MONTHLY BASIS

WE AIM TO ATTRACT, DEVELOP, REWARD, AND RETAIN TALENTED INDIVIDUALS BY OFFERING;

- A COMPETITIVE RATE OF PAY
- 'HEARTCOUNT' PROFIT-SHARE SCHEME
- A DEFINED CAREER DEVELOPMENT PATHWAY
- SVQ ACCREDITED TRAINING AND MODERN APPRENTICESHIP OPPORTUNITIES
- DISCOUNTED FOOD AND ACCOMMODATION
- FREE PERKBOX MEMBERSHIP WITH DISCOUNTS ON HIGH STREET BRANDS
- FREE LEISURE CLUB MEMBERSHIP
- PAID LEAVE TO SUPPORT GOOD CAUSES
- A WORK ENVIRONMENT WE THINK YOU'LL LOVE

EXPERIENCE OF WORKING WITH ESPA OR ISHGA AN ADVANTAGE ALTHOUGH NOT ESSENTIAL.

THIS POSITION WILL BE BASES ON A VARIABLE HOUR CONTRACT.