



THE ROYAL PORTFOLIO

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values.

PURPOSE & VALUES

To give our guests a complete experience & a perfect stay

GUESTS

- To be welcoming, genuine & warm
- To provide value & superior, personalized service
- To create an environment of relaxation & enjoyment

STAFF

- To have a culture of mutual respect, trust & integrity
- To recognize, reward & uplift
- To have passionate & expert staff

COMPANY

- To be financially sustainable
- To uplift local communities
- To promote conservation & protect the environment

ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

SPA THERAPIST LA RESIDENCE | FRANSCHHOEK



SCOPE & GENERAL PURPOSE

The La Residence Spa Therapist will play an essential part in making sure guests have a complete experience and a perfect stay at this beautiful boutique hotel.

MAIN DUTIES & RESPONSIBILITIES

- Greeting guests on arrival – and liaising with them regarding booking spa treatments.
- Keeping the spa hygienic and guest friendly.
- Daily set-up and restocking of the spa.
- Delivering a variety of spa services (body treatments, massages, facials, waxing and manicure/pedicure) in a professional manner.
- Smooth running of daily spa activities.
- Effectively inform and educate our guests about specific wellness concerns.
- Be flexible with your schedule, supporting the needs of the spa.
- Properly care for equipment and use proper amounts of product to assist with cost controls.
- Have complete knowledge and understanding of all services and products offered.
- Training and staying up to date with market and industry related information.
- Actively promote the spa, treatments, services and retail, as well as programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Maintain a positive attitude and contribute toward a quality work environment.



THE ROYAL PORTFOLIO

It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

CONNECT



To apply for this position please send your CV and a one page covering letter to:
careers@theroyalportfolio.com

SPA THERAPIST LA RESIDENCE | FRANSCHHOEK

MAIN DUTIES & RESPONSIBILITIES

- Regularly attend, participate in and support training and staff meetings for the spa.
- Help with maintaining the Spa and Gym standards.
- Ensure all treatments are charges on POS System and Spa Sheet.
- Assist FO department (Guest Relations) where and if possible (Tasks and Duties).

REQUIREMENTS & QUALIFICATIONS

- Therapist qualification or Must have at least 2 years' experience in a 5* Hotel or 1 years' experience in a Therapist experience environment (Diploma or Degree in aesthetics or physiotherapy)
- Knowledge of the Property Management System at Operator Level; Opera; computer literate with working knowledge of Microsoft Office Word, Excel and Outlook
- Demonstrated excellent written and verbal communication skills.
- Ability to multitasking and time-management
- Proven job reliability, diligence, dedication and attention to detail.
- Must be flexible with working nights, weekends, and holidays

Only direct applications will be accepted. A competitive remuneration package will be offered to a successful candidate, which will be commensurate with their qualifications and experience.

WWW.THEROYALPORTFOLIO.COM