

SPA THERAPIST

LA RESIDENCE | FRANSCHHOEK

SCOPE & GENERAL PURPOSE

To manage and control the daily operations of the spa department. To ensure that the spa standards of the Royal Portfolio are met in order to contribute to the purpose of the company - "To give our guests a complete experience and a perfect stay".

MAIN DUTIES & RESPONSIBILITIES

- Recite, understand, apply and live the Purpose and Value statement
- Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures
- Be on time on your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Provide consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices.
- Effectively inform and educate our guests about specific wellness concerns.
- Ensure individualized guest service through acknowledging and responding to their needs and expectation
- 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
- Perform prep work, properly clean and restock room as required.
- Communicate to management any and all occurrences involving staff or guests in the spa that require attention.
- Actively promote the spa, treatments, services and retail



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 and a perfect stay

GUESTS

To be welcoming, genuine and warm
To provide value and superior, personalised service
To create an environment of relaxation and enjoyment

STAFF

To have a culture of mutual respect, trust and integrity
To recognise, reward and uplift
To have passionate and expert staff

COMPANY

To be financially sustainable
To uplift local communities
To promote conservation and 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.

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REQUIREMENTS & QUALIFICATIONS

1. 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)
2. Knowledge of the Property Management System at Operator Level; Opera; computer literate with working knowledge of Microsoft Office Word, Excel and Outlook
3. Product Knowledge - Kalahari & DeCleur or similar
4. Demonstrated excellent written and verbal communication skills
5. Ability to multitask and good time-management
6. Proven job reliability, diligence, dedication and attention to detail
7. Must be flexible with working shifts, weekends, and holidays

The ideal candidate for the Spa Therapist position is one who can be dedicated, a leader and a team player. **Someone who will live the Purpose and Values of the Company and buy into our culture.**

WWW.THEROYALPORTFOLIO.COM



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