

Schedule A

Job Description

Licensed Massage Therapist



Title: Licensed Massage Therapist

Report to: Director of Services and the Spa Director

Essential Skills required:

- Must be a licensed massage therapist.
- Knowledge of Swedish and Deep Tissue massage required.
- Knowledge of Stone therapy, Shiatsu, Pregnancy massage, and spa body treatments preferred.
- Must be customer oriented and able to communicate effectively with clients, co-workers, and management.
- Must be energetic, enthusiastic, co-operative and have a friendly disposition at all times.
- Must be a team player in helping with all spa duties.
- Must be punctual and reliable.
- Must be willing to attend all mandatory trainings to further spa skills.
- Ability to maintain grace under pressure.
- Consistent attention to detail in delivering the **The Kura Door** experience.

Main Responsibilities:

- 1) **Quality:** Comply with the Technical Protocol Manual procedures to provide the highest quality consistent massage therapy treatments to **The Kura Door's** clients in a safe, hygienic professional pleasant manner.
- 2) **Uniform:** Excellent appearance and uniform in line with established standards.
- 3) **Treatment Rooms:** All our treatment rooms must be left spotlessly clean after each service. Maintain a clean; neat and orderly work area at all times. Sanitize all working areas after completing every treatment; also remove soiled linen, replacing it immediately with a fresh set up. Proper wipe down and placement of all professional products used during the treatment is required after every service.
- 4) **Treatment Protocol:** Under no circumstances are you authorized to perform any modifications to the treatment protocol or draping techniques outlined in the Technical Protocol Manual.
- 5) **Retail:** All members of staff are expected to recommend the appropriate home care products.
- 6) **Technical knowledge:** All Massage Therapists are required to attend all mandatory meetings and trainings.
- 7) **Client Cards** (Hard and Soft copy): - **Massage Therapists are responsible for maintaining accurate technical records and must be up to date at all times. Health history forms must be filled out after every treatment and filed daily after every client. Aromatherapy treatments must also be recorded on the Health History Form. Prior to giving a treatment; all therapists must review Health History forms for contra-indications.**

- 8) **Records:** All records, clients' names and telephone numbers, and client information etc, are the property of *The Kura Door* and must be treated at all times with the greatest care and confidentiality.
- 9) **Assisting in the Spa:** Massage Therapists are expected, when not with a client, to help around *The Kura Door*, assist with spa checks, fold laundry, cleaning the kitchen and any other tasks appointed from Directors.
- 10) **Appointments:** Check appointments with the Front Desk, especially if leaving the spa, to ensure that a treatment has not been booked between scheduled appointments. Also inform the Front Desk of your whereabouts at all times so they are able to contact you should you be needed to perform an additional treatment for a client.
- 11) **Team Participation:** As a team member you are expected to arrive at work well rested and alert and be punctual at all times. You are also expected to start and end treatments on time. You must check your mailbox daily.
- 12) **Inventory / Operations:** Inform the Director of Services when inventory is low and ready for replacement and if any equipment requires servicing or of any operational needs.

I have read and accept the responsibilities of service description for a message therapist and I am committed to upholding the standards of quality and care of *The Kura Door* as described above:

Print Name: _____

Signed: _____

Date: _____

Director: _____