

Job Description
Spa Attendant



Title: Spa Attendant

Report to: Spa Director

The position of Spa Attendant is a key post upon which the delivery of consistent quality of client spa experiences and smooth operation of the spa.

Essential Skills required:

- Attention to Detail.
 - Exceptional communication skills.
 - The desire to be of service in line with the Japanese philosophy of service as an honor.
 - A professional, co-operative and friendly attitude.
- Ability to multi-task and maintain grace
- while under pressure.
 - A keen understanding of the importance of hygiene and proper sanitation procedures.

Main Responsibilities

- As a team member you are expected to arrive at work well rested and alert and be punctual at all times. You must check your mailbox daily.
- Excellent appearance and uniform in line with established standards.
- Ensure cleanliness of *The Kura Door* – maintain the cleanliness of the external and internal areas, remove and replenish used supplies and sanitize as appropriate.
- Keep reception and waiting areas clean at all times while upholding the serene atmosphere at *The Kura Door*. Help and assist other team members as required.
- Organize the laundry, supplies and products.
- Maintain cleanliness of *The Kura Door* i.e. maintain bathrooms, sinks, showers, steam and sauna and locker facilities. Ensure laundry hampers are regularly emptied, sandals are sanitized and put away, towels and robes are picked up and sorted for laundry.
- Change, fold and put away laundry. Keep up with the laundry on a hourly basis.
- Replenish towels in the washroom and dispensary area.
- Replenish toilet amenities and products as needed (shampoo, conditioner, body lotion, body wash, paper towels, toilet paper, tissues, tampons etc.)
- Sanitize and clean the changing and relaxation areas.
- Dust and clean the retail display.
- Maintain the ambience, the lighting and temperature throughout spa. Perform on-going spa checks throughout the day maintaining hygiene standards.
- Be well versed with *The Kura Door* policies & procedures, and implement them at all times.
- As a *Kura Door* team member, ensure that all appropriate client needs are being met. If you are unable to help the client or do not have the answers to their questions, you must ensure that the client is reassured that they will be helped, and

- bring them to the appropriate *Kura Door* team member who will be able to assist them.
- Perform any other duties as assigned.

I have read and accept the responsibilities of my job description and I am committed to upholding the standards of quality and care of *The Kura Door* as described above:

Print Name: _____

Signed: _____

Date: _____

Director: _____