

Job Description
Bath Attendant



Title: Bath Attendant
Report to: Director of Services and the Spa Director

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

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.
- Must be a team player.
- Must be punctual and reliable.
- Must be willing to attend all mandatory trainings to further spa skills.

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.
- Replenish towels and amenities in the bath treatment room.
- Set up Ofuro according to correct procedure.
- Explain Ofuro procedure to clients about to receive the treatment.
- Drain and sanitize the Ofuro and surrounding areas.
- Conduct tea service experience for clients.
- Must study and learn the different teas offered at *The Kura Door* and must be able to communicate this information to clients.
- 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.
- When not performing your duties as a Bath Attendant, you are expected to help around *The Kura Door*, assist with spa checks, doing and folding laundry, cleaning the kitchen and any other tasks appointed from Directors.

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: _____