
Esthetician

Reports to: Spa Manager, Assistant Spa Manager, Head Esthetician

Scope

To provide a comfortable and relaxing spa experience for all clients.

Duties & Responsibilities

- Full Aesthetic Services: Facials, Manicures/Pedicures, Waxing, Tinting, & Body Treatments
- Exceptional Customer Service and Professionalism
- Maintain Cleanliness of Workspace (includes rooms & work stations, waiting area)
- Restocking Treatment rooms
- Assist with Inventory
- Ensure each client receives a refreshment at the end of each treatment.
- Arrive 15 minutes prior to start of first appointment

Physical Demands

- Lifting 20lbs maximum
- Frequent lifting and/or carrying up to 10lbs
- Requires significant walking/standing
- May involve sitting with pushing and pulling of arms & legs controls

Desired Skills & Attributes

Knowledge

- Grade 12 or equivalent
- Graduated from a recognized Aesthetics College or Equivalent
- 2 years of customer service/retail experience
- Fluency in second language an asset

Skills & Attributes

- Ability to work in a team environment and independently
 - Ability to multitask
 - Emotional Maturity
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4 Diamond Service

- Guest is picked up from waiting area at exact time (or earlier) of scheduled appointment
- Service is fulfilled for the entire duration of the appointment
- Associate exhibits a professional vocabulary in all communication with guests.
- Associate is always properly attired in business attire, with clearly visible name tag.
- Anticipates guest's needs or offers a personalized recommendation.
- Associate is efficient yet unhurried and sensitive to the manner of the guest.
- Associate exhibits a sincere desire and compliance to all guest requests.