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# MESSAGE THERAPIST

## Job Description

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**Position:** MESSAGE THERAPIST

**Reports To:** Spa Manager

**Job Summary:** Responsible for performing the highest quality of massage services for the spa's guests according to established standard operating procedures.

**Essential Functions:**

- Promote a professional and welcoming atmosphere that enhances the quality of service and care offered to guests.
- Have a thorough working knowledge of all standard operating procedures and policies that pertain to your department.
- Insure that all guests receive exceptional service and have a comfortable and pleasant experience.
- Create a professional relationship with the guests using good verbal and non-verbal communication. Promote return visits to the spa.
- Develop a dialogue with the guest regarding their expectations of the service and provide a simply yet informative narrative of each procedure within the service whenever appropriate.
- Review all new guest intake forms, document guest treatments and plans of care, file in appropriate records.
- Operate all spa equipment in a safe manner.
- Maintain a neat and orderly work area at all times.
- Have thorough knowledge of various types of massage therapy treatments in order to appropriately develop wellness programs which enhance the in-spa experience.
- Commit to achieving the established product sales goals provided by your Manager.
- Perform inventory responsibilities as requested.
- Attend all in-house training programs.
- Continuing education in your field or a related field is highly recommended and considered an important element in the evaluation of your professional knowledge.

**Additional Responsibilities:**

**Customer Interaction**

All interaction, whether by phone, written communication, or in person, should be friendly and professional. Quick and timely responses to personal or phone inquiries from guests is required.

**Facility Cleanliness**

Spa cleanliness is a priority to everyone. Minor cleanups should be completed on the spot, whereas more serious cleanups should be reported immediately.

**Safety**

Safety is every employee's responsibility. All employees are expected to report any unsafe conditions of any nature either within the spa or on the spa property to management. In the event that a condition exists that is a potential immediate hazard to members, guests or fellow employees secure the area from use and report the hazard to management immediately.

**Skills:** Able to use Spa software.  
Exceptional Communication Skills  
Positive Attitude  
Sales  
Willingness to succeed and grow individually as well as part of a team  
Commitment to excel in a full service day spa

**Education/Training:** Degree: High School Diploma or Equivalent

**Experience:** Prior related experience required. At least one year in a professional setting preferred.

Prior related experience required. Preferably one year in a professional setting.

**Certifications/Licenses:** Diploma/Certificate from Massage School / Training programs  
All current Board of Health Documentation for Town Of Concord

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**This Job Description, in no way, states or implies that these are the only duties to be performed by the employee. He or she will be required to follow any other instructions and perform any other duties as requested by his or her supervisor.**

**Employee**

**Supervisor**

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