



CURRENT VACANCY

Are you a customer focused individual with a passion for beauty? If so, here at the Spa at the Culloden Estate, Northern Ireland's finest and most distinguished five-star hotel we are offering an amazing opportunity for you to join our **Spa Team!**

Job Title:	Spa Therapist
Job Type:	Permanent, Full Time
Hours of Work:	35 hours- Candidates must be flexible and available to work days, evenings & weekends

Key Duties:

- Delivering treatments to required standards, maintaining the dignity of guests at all times.
- Providing an efficient and professional customer service, presenting a professional image to all guests in line with Hastings standards, ensuring all guests needs and expectations are met.
- Maintaining the presentation of the treatment and preparation rooms in accordance with Hastings and ESPA standards.
- Ensuring the treatment room is properly prepared for each treatment.
- Ensuring ESPA standards are met at all times.
- Promoting Spa products and services to prospective guests.
- Working effectively with colleagues to ensure a harmonious working environment where all employees are treated with respect and dignity.
- Maintaining the security of stock areas at all times, immediately reporting any breaches.
- Complying with all health, safety and hygiene policies and procedures.
- Ensuring that guest concerns, complaints and difficulties are dealt with courteously and efficiently, reporting them to the supervisor/manager on duty.
- Carry out Reception duties as and when required in the Spa.

You Will Ideally have:

- NVQ Level 3 or equivalent in a beauty-related qualification.
- High standards of personal presentation.
- Excellent interpersonal skills with clear and concise verbal and written communication skills.
- Demonstrable customer focused approach with a passion to deliver excellent customer service.
- Excellent treatment standards with a passion for holistic treatments and attention to detail.
- It is essential that candidates have 1 year of beauty experience.
- Ability to work under pressure in a team.
- Previous reception experience including scheduling treatments using a computerised system, answering phone calls and cash-up procedure is advantageous.



The Rewards:

- Competitive salary
- Excellent staff training and development opportunities
- Discounted staff rates in our Spa
- Discounted accommodation rates in all the Hastings properties
- New uniform
- Free Staff meals provided while on duty
- 29 days' annual leave per annum which increases to 31 days' after 2 years.
- Free Car Parking

Apply now by emailing your CV (*stating the job role*) to: hassistant@cull.hastingshotels.com
Applications must include details of qualifications and experience to date and must clearly state how candidates meet the criteria.