

Spa Massage Therapist Job Description

Duties and Responsibilities:

- Provide quality therapeutic bodywork that satisfies clients' needs within scope of practice and licensing guidelines
- Customize massage services within Spa Massage policies, protocols, and approved modalities to craft truly personalized sessions
- Ensure client's experience is safeguarded, maintaining client confidentiality and upholding commitment to safety
- Embrace the Spa's core values of optimism, gratitude, excellence, consistency, and empathy
- Maintain equipment and sample inventory of products
- Protect the workplace culture by recognizing and supporting team goals and building positive relationships with team members
- Perform consecutive quality massage therapy session where applicable
- Design sessions to meet the specific needs of individual client
- Raise awareness as regards the health and wellness benefits of regular massage therapy to clients
- Create excellent experiences for members and guests through friendly and helpful attitude
- Generate new clientele through the promotion of member/guest referrals
- Conduct massage therapy and touch modalities, which include Swedish, Sport, Deep Tissue, Aromatherapy, Prenatal, and Reflexology
- Complete S.O.A.P.; take notes; record and maintain accurate documentation and properly file clients' files after each visit
- Carry out massage consultations; recommend stretches for clients; and provide guidance and wellness advice as well
- Maintain the treatment rooms in a neat professional manner, including stocking products and linens, replacing massage linens on tables to keep the room ready for the next client

- Assist spa in activities, including staff meetings and promotions, and contribute to self-marketing strategies
- Help with washing as well as folding of all linens used in treatment rooms
- Arrive early for scheduled work time and may be required to stay fifteen (15) minutes later beyond work schedule if still with client
- Carry out massage therapy and massage modalities as catalogued in the spa brochure and Spa Menu unless otherwise indicated by Spa Manager
- Ensure knowledge sharing of massage therapy treatments by sharing techniques/skills with fellow massage staff during in-house instruction and education/training classes provided by a Certified Massage Therapy Institution
- Present a professional, well groomed appearance
- Listening intentionally and objectively to clients, etc. and considering ideas/suggestions from others
- Carry others along by keeping them informed of work progress, timetables, and issues
- Confronting problems and issues objectively to find mutually acceptable and practical business solutions
- Anticipate and address guests' service needs and thank guests with genuine appreciation after each service
- Carry out promotions for ongoing services, spa specials, gift certificates, and products
- Strive to build and maintain loyal customers and ongoing clients by encouraging clients to book for continuing and future appointments.

Spa Massage Therapist Requirements – Skills, Knowledge, and Abilities

- Education and training: Spa massage therapists need a minimum of High School Diploma or General Education diploma (GED). They must have also completed 500 hours accredited massage therapy program from a Certified Massage Therapy Institution
- License: Massage therapist or practitioner license is required

- Certification: They require certification from National Certification Board for Therapeutic Massage and Bodywork
- Communication skills: They require strong communication skills to educate the clients about product packages, products been used, and recommendations to help them achieve their wellness goals and make informed decisions on products to buy for home use
- Team player: They should be willingly to actively support group goals. They should be willing to show up on time ready to work wherever needed to get the job done
- Knowledge: Spa massage therapist must possess a thorough knowledge of all body treatments and related application procedures, or trained in at least one of the following massage modalities, Swedish, deep tissue, prenatal, acupressure, Shiatsu, rolfing, etc. They should also possess strong knowledge of local and state licensing laws and regulations, as well as knowledge of massage therapy and its impact on health
- Sales skills: They are required to support retail sales because actualizing sales goals is an approach for spas to absorb overhead. So, it is important for massage therapists to have selling skills to promote the services and retail sales of the spa
- Interpersonal skills: Therapists should be able to develop strong rapport with members of staff, as well as clients and first time customers' of the spa. It will help them build a referral base and possibly repeat customers
- Customer service skills: They need the ability to build relationships, deliver positive customer experiences, and handle enquiries and complaints, including unruly customer behavior
- Apt to learn: They should be open to learning, seeking continuing education to build on their modality mastery and improve/update skills through training programs, some of which are available in the spar
- Flexibility: Spa's tend to have their peak periods during weekends and evenings, hence they must be able to work a flexible schedule, including weekends.