



## POSITION DESCRIPTION

### Our Mission

Exceptional individuals delivering exceptional experiences

### Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.  
We will be a destination that every discerning traveler aspires to stay at and  
that every hospitality professional aspires to work for.

### Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

### Core Values

Social Responsibility to the Community  
A Passion to Deliver Exceptional Guest Service  
Commitment of Flawless Attention to Detail  
Nurturing Continuous Self-improvement

### Spa Focus

*To provide comfort and knowledge for the Guest thus increasing treatment sales; we shall continue to demonstrate an exceptional first impression for the Vintage Hotels spa through professional and friendly guest service.*

**Department:** Healthy Living Centre

**Date Revised:** October 2007

**Position Title:** Aesthetician

**Property:** Vintage Hotels

**Reports To:** Spa Manager

**Position Summary:** To provide each guest with exceptional and high quality service. This is done with the utmost professionalism and friendliness and in an efficient manner consistent with the operation of a first class spa treatment facility.

### **Duties and Responsibilities:**

#### Primary Responsibilities:

- Providing facial and body treatments.
- Performing manicure and pedicure services.
- Providing salon services if required.

- Maintaining impeccable standards of sanitation at all times.
- Providing an immaculate environment for each guest while experiencing their treatment.
- Ensuring each guest experiences absolute comfort and relaxation.
- Providing a beautiful experience for each guest's five senses.
- Fulfilling and exceeding the expectations of each guest.
- Responding to guest concerns and inquiries as required.
- Taking ownership of issues and following up accordingly.
- Using the utmost care discover each guest's needs.
- Working closely with the Spa Concierge to ensure the guest's needs are met.
- Working as a team with the both spas to ensure a seamless, professional experience.
- Providing assistance to fellow team members when required.
- Presenting a gracious, warm and professional atmosphere.
- Offering a highly aesthetic personal image as an example of your personal image skills.
- Presenting a professional image by adhering to grooming standards.
- Continuously improving body therapy, facial therapy and guest service skills.
- Communicating the need for supplies or assistance.
- Organizing and having study materials and manual at all times.
- Promoting retail sales products and meeting sales quotas by educating guests in a professional manner.
- All other duties as assigned.

### **Health and Safety Responsibilities**

- A worker shall,
  - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
  - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
  - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
  - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
  - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
  - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
  - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure "#C.15 Progressive Corrective Action".

### **Professional Requirements:**

- High school diploma.

- Aesthetics diploma.
- First Aid Training is an asset.
- CPR Training is an asset.

**Personal Attributes:**

- Must have excellent communication skills both written and oral.
- Must have a pleasant personality and professional demeanor.
- Honest and trustworthy.
- Must be self-motivated and have good time management skills.