

TITLE: COSMETOLOGIST

Job Description: Provide high quality salon service to guests/clients of the resort to increase revenues while ensuring high guest satisfaction.

ESSENTIAL FUNCTIONS

- Thoroughly trained in all products uses and benefits. This knowledge would come from training from vendors, feedback from customers, and formal industry training.
- Pick all guests up on time and ensure that the service lasts the published time.
- Exceptionally knowledgeable in all products used in services. Provide the guest with detailed information on the products used throughout the service. Educate client on home care.
- Familiar with Standard Operating Procedures of the spa.
- Be aware of hotel initiatives and spa offerings.
- Be aware of the hotel's daily event sheet, spa restaurant menu, and contents of spa brochures.
- Build clientele in local market, gaining repeat customers and driving department revenues.
- Follow all state board procedures concerning the disinfection of instruments, disinfection of equipment and proper storage, and the proper storage and disposal of linens, cotton, and paper products.
- Responsible for maintaining work area. Clean up and straighten equipment after each guest/client; prepare for next guest/client.
- Complete all requirements and possess a valid state-issued license. Well versed and certified in all New York State License of Cosmetology rules and regulations.

GUEST RELATIONS

- Be readily available/ approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan.
- Extend professionalism and courtesy to guests at all times.

OTHER REQUIREMENTS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, determined by the GM:

- The hotel operates 7 days a week, 24 hours a day. Schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work.
- Carry out all reasonable requests by leadership team.

May 2012

- Comply with department uniform and appearance standards.

I have read and accept the responsibilities described in the above job.

Associate Name: _____

Associate Signature: _____

Date: _____