

A top-down view of spa and wellness products on a white marble surface. In the center is a small, round, metallic bowl filled with light green, faceted crystals. To the right is a natural, light-colored loofah sponge. Below the loofah is a clear glass perfume bottle with a gold-colored cap. In the bottom right corner, a portion of a textured, light brown towel is visible.

# *spa and wellness*

## **JOB ROLES**

Spa Associate

Complementary Therapist

Senior Complementary Therapist

Complementary Specialist

Reflexology Therapist

Senior Reflexology Therapist

Reflexology Specialist

Spa Therapist

Senior Spa Therapist

Spa Specialist



## MAXWELL FONG

**Reflexologist**  
Kenko Wellness

### PUTTING HIS BEST FOOT FORWARD

"In the past, I rarely went for massages and did not dare to try foot reflexology as my feet are highly sensitive," remarked Maxwell Fong who recognises the irony that he has now been delivering foot reflexology services for months. As a new joiner to the spa and wellness sector, Maxwell is humble when asked to share his experience, but it is through his fresh perspective that we glimpse how much more there is to spa services than meets the eye.

Maxwell's career transitions have seen him working in banking, event marketing and photography prior to his current stint as a Reflexologist. "The Competency Framework for Beauty Services would have been a helpful guide when I was transitioning into this sector. It would have given me a clearer idea of what to expect, what employers expected of me and the right skills to acquire." Thankfully, his wife who also works in the beauty services industry encouraged him to try out the role and to learn massage skills which he can apply at any age to build a viable career.

Before he was ready to serve customers, Maxwell embarked on Singapore Workforce Skills Qualifications (WSQ) trainings that prepared him with technical reflexology skills and knowledge on health and safety. Alongside the WSQ training, he also completed in-house on-the-job trainings where he learnt massage techniques and standard operating procedures that are aligned to his organization.

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**[LOCALS] FEEL THE REFLEXOLOGIST ROLE IS NOT PROFESSIONAL, BUT IT ACTUALLY REQUIRES ADVANCED SKILLS AND THERE ARE MANY OPPORTUNITIES IN THE SECTOR.**

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By chance, Maxwell was asked to serve as a model by an instructor who was demonstrating some massage techniques. He admitted that was the first time he felt his blood rush to body parts that were being massaged and the tension leave his muscles. "I didn't realise how a massage, when delivered properly, can help to regulate our health and wellbeing through stress and pain relief. I now have customers who walk in looking very tired and there is great satisfaction when they tell me how much better they feel after the massage."

The more he learns about different massage styles, the more he is convinced that it is vital to listen and understand what a customer needs before delivering the massage. "Different massages produce different effects and I need to adjust my techniques, timing and strength to target the problem areas of each customer. Aside from reflexology skills, I'm also working on my customer service and communication skills to ensure I deliver tailored services," says Maxwell.

Reflecting on the colleagues he works with, Maxwell shares that, "Locals do not like the idea of touching someone else's feet. They feel the Reflexologist role is not professional, but it actually requires advanced skills and there are many opportunities in the sector," He adds that he is looking to progress into a trainer or management role as possible career advancements, and hopes that his experience will encourage more locals to pursue careers in Spa and Wellness.

# Spa Associate

## JOB ROLE SUMMARY

The Spa Associate is responsible for supporting daily operations in a spa centre. He/She assists customers by providing product and service information to customers, and performing data entry to keep the customer database up-to-date. He prepares treatment rooms and equipment for service delivery and maintains inventory stock based on the organisation's standards and procedures for daily operations and hygiene.

Leveraging on his good communication skills, he builds strong customer relationships and maintains excellent customer service. He is also an excellent team player, neat and presentable at all times, as well as meticulous in carrying out his duties.

### KEY RESPONSIBILITIES

### TASKS

#### Deliver Service Excellence

- Build relationships with customers during service and interaction
- Address or escalate enquiries and requests
- Communicate clearly in local language(s) to serve customers
- Adhere to established organisational service standards and procedures
- Execute established service innovation initiatives

#### Deliver Operation Excellence

- Perform data entry for customer details and appointment records
- Maintain stock inventory according to operational needs
- Prepare and maintain work area for service delivery
- Prepare and maintain equipment for service delivery
- Adhere to established organisational operating standards and procedures

#### Manage Self and Team

- Work collaboratively with others to deliver services
- Manage personal performance in accordance with established performance metrics and targets
- Participate in training to improve personal skills
- Keep up to date with latest industry trends

#### Manage Hygiene and Safety Standards

- Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures
- Provide customer with information and equipment required for safe delivery of service
- Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures
- Handle products and equipment in accordance with organisational hygiene and safety standards and procedures
- Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff

# Complementary Therapist

## JOB ROLE SUMMARY

The Complementary Therapist is responsible for performing complementary therapy services in accordance with organisational service standards and procedures. He/She possesses knowledge of complementary therapy and provides basic consultation and recommendations to customers based on their needs. He also ensures the smooth running of daily operations and maintenance of hygiene and safety standards.

He operates in spas and wellness centres, and keeps up-to-date with the industry trends. He is self-driven, projects a professional image and works well in a team. Through excellent customer service, he builds strong customer relationships.

He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Build relationships with customers during service and interaction</li><li>· Address or escalate enquiries and requests</li><li>· Communicate clearly in local language(s) to serve customers</li><li>· Adhere to established organisational service standards and procedures</li><li>· Execute established service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Perform data entry for customer details and appointment records</li><li>· Maintain stock inventory according to operational needs</li><li>· Prepare and maintain work area for service delivery</li><li>· Prepare and maintain equipment for service delivery</li><li>· Adhere to established organisational operating standards and procedures</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Work collaboratively with others to deliver services</li><li>· Manage personal performance in accordance with established performance metrics and targets</li><li>· Participate in training to improve personal skills</li><li>· Keep up to date with latest industry trends</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures</li><li>· Provide customer with information and equipment required for safe delivery of service</li><li>· Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures</li><li>· Handle products and equipment in accordance with organisational hygiene and safety standards and procedures</li><li>· Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff</li></ul>

## KEY RESPONSIBILITIES    TASKS

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### **Perform Spa and Wellness Services**

- Provide basic consultation and recommendation based on customer's needs
- Deliver complementary therapy services in accordance with organisational service standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application and follow-up services

# Senior Complementary Therapist

## JOB ROLE SUMMARY

The Senior Complementary Therapist is responsible for performing tailored complementary therapy services. He/She possesses in-depth knowledge of complementary therapy and provides advanced consultation and recommendations to customers based on their body and wellness condition. He also supervises daily spa operations by ensuring the maintenance of inventory, timely follow-up to customers, cleanliness of the spa and maintenance of equipment.

He operates in spas and wellness centres, and keeps up-to-date with the industry trends. He is customer-centric and an excellent team player who provides guidance to junior staff.

He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Sustain customer relationships over a series of touch points with reference to customer treatment history</li><li>· Handle complex enquiries and requests</li><li>· Communicate effectively to serve a diverse range of customers</li><li>· Supervise staff to meet established organisational service standards and procedures</li><li>· Drive customer service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Manage customer details and appointment records</li><li>· Monitor inventory stock levels</li><li>· Supervise work area preparation and maintenance for service delivery</li><li>· Conduct checks on equipment to ensure its readiness for service delivery</li><li>· Supervise staff to meet established organisational operating standards and procedures</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Drive collaboration and teamwork amongst team members</li><li>· Monitor team's performance against established performance metrics and targets</li><li>· Facilitate trainings sessions and on-the-job training for team members</li><li>· Contribute specialised skills as part of team's headcount and capability mix</li><li>· Promote awareness of latest industry trends amongst team</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures</li><li>· Supervise team members in advising customers on organisational hygiene and safety standards and procedures</li><li>· Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures</li><li>· Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures</li><li>· Take corrective action on non-conformances to established organisational standards and procedures</li></ul>

**KEY RESPONSIBILITIES    TASKS**

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**Perform Spa and Wellness Services**

- Perform advanced consultation and analysis of body and wellness condition to provide recommendations on complementary therapy products and services
- Deliver tailored complementary therapy services
- Provide tailored advice on pre-treatment, aftercare, home application and follow-up services

# Complementary Specialist

## JOB ROLE SUMMARY

The Complementary Specialist is responsible for driving operations and service excellence relating to complementary therapy services. He/She leverages his deep expertise in complementary therapy to design and deliver tailored services. He also establishes organisational service and operating standards and procedures, and ensures alignment with industry-established hygiene and safety standards.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets. With strong people management skills, he is able to engage with management and key stakeholders.

He is adaptable, highly-driven and service-oriented. He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Expand network of customer relationships beyond existing customer base</li><li>· Resolve enquiries and requests which require deviations from organisational service standards and procedures</li><li>· Tailor communications to suit a diverse range of stakeholders</li><li>· Establish organisational service standards and procedures to uphold organisation's service vision</li><li>· Develop customer service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Define customer record management and maintenance requirements</li><li>· Define inventory variety and quantity requirements based on operational needs</li><li>· Establish organisational operating standards and procedures for work area preparation and maintenance</li><li>· Establish organisational operating standards and procedures for equipment preparation and maintenance</li><li>· Establish organisational operating standards and procedures for daily operations</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Optimise collaboration across teams and with external stakeholders</li><li>· Establish performance metrics and targets for team members</li><li>· Lead in-house training programmes to upskill team</li><li>· Optimise team headcount and capability mix</li><li>· Support Research &amp; Development efforts on industry trends</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Establish organisational standards and procedures for personal hygiene and safety for team members</li><li>· Establish organisational hygiene and safety standards and procedures in order to service customers</li><li>· Establish organisational hygiene and safety standards and procedures for maintenance activities</li><li>· Establish organisational hygiene and safety standards and procedures for inventory storage and handling</li><li>· Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures</li></ul>



**KEY RESPONSIBILITIES    TASKS**

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**Perform Spa and Wellness Services**

- Establish procedures for consultation on complementary therapy services and analysis of body and wellness
- Deliver tailored complementary therapy services
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate complementary therapy services based on current industry trends and customer demands

# Reflexology Therapist

## JOB ROLE SUMMARY

The Reflexology Therapist is responsible for performing foot reflexology services in accordance with organisational service standards and procedures. He/She possesses knowledge of reflexology treatments and provides basic consultation and recommendations to customers based on their needs. He also ensures the smooth running of daily operations and maintenance of hygiene and safety standards.

He operates in spas and wellness centres, usually delivering foot reflexology services in an open area. He is self-driven, projects a professional image and works well in a team. Through excellent customer service, he builds strong customer relationships.

He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Build relationships with customers during service and interaction</li><li>· Address or escalate enquiries and requests</li><li>· Communicate clearly in local language(s) to serve customers</li><li>· Adhere to established organisational service standards and procedures</li><li>· Execute established service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Perform data entry for customer details and appointment records</li><li>· Maintain stock inventory according to operational needs</li><li>· Prepare and maintain work area for service delivery</li><li>· Prepare and maintain equipment for service delivery</li><li>· Adhere to established organisational operating standards and procedures</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Work collaboratively with others to deliver services</li><li>· Manage personal performance in accordance with established performance metrics and targets</li><li>· Participate in training to improve personal skills</li><li>· Keep up to date with latest industry trends</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures</li><li>· Provide customer with information and equipment required for safe delivery of service</li><li>· Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures</li><li>· Handle products and equipment in accordance with organisational hygiene and safety standards and procedures</li><li>· Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff</li></ul>

## KEY RESPONSIBILITIES    TASKS

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### **Perform Spa and Wellness Services**

- Provide basic consultation and recommendation based on customer's needs
- Deliver foot reflexology services in accordance with organisational service standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application and follow-up services

# Senior Reflexology Therapist

## JOB ROLE SUMMARY

The Senior Reflexology Therapist is responsible for delivering tailored foot reflexology treatments. He/She possesses in-depth knowledge of reflexology treatments and provides advanced consultation and recommendations to customers based on their body condition. He also supervises daily spa operations by ensuring the maintenance of inventory, timely follow-up to customers, cleanliness of the spa and maintenance of equipment.

He operates in spas and wellness centres, usually delivering foot reflexology services in an open area. He is customer-centric and an excellent team player who provides guidance to junior staff.

He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Sustain customer relationships over a series of touch points with reference to customer treatment history</li><li>· Handle complex enquiries and requests</li><li>· Communicate effectively to serve a diverse range of customers</li><li>· Supervise staff to meet established organisational service standards and procedures</li><li>· Drive customer service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Manage customer details and appointment records</li><li>· Monitor inventory stock levels</li><li>· Supervise work area preparation and maintenance for service delivery</li><li>· Conduct checks on equipment to ensure its readiness for service delivery</li><li>· Supervise staff to meet established organisational operating standards and procedures</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Drive collaboration and teamwork amongst team members</li><li>· Monitor team's performance against established performance metrics and targets</li><li>· Facilitate trainings sessions and on-the-job training for team members</li><li>· Contribute specialised skills as part of team's headcount and capability mix</li><li>· Promote awareness of latest industry trends amongst team</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures</li><li>· Supervise team members in advising customers on organisational hygiene and safety standards and procedures</li><li>· Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures</li><li>· Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures</li><li>· Take corrective action on non-conformances to established organisational standards and procedures</li></ul>

## KEY RESPONSIBILITIES    TASKS

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### **Perform Spa and Wellness Services**

- Perform advanced consultation and analysis of body condition to provide recommendations on foot reflexology products and services
- Deliver tailored reflexology services
- Provide tailored advice on pre-treatment, aftercare, home application and follow-up services

# Reflexology Specialist

## JOB ROLE SUMMARY

The Reflexology Specialist is responsible for driving operations and service excellence relating to foot reflexology services. He/She leverages his deep expertise in reflexology treatments to design and deliver tailored services. He also establishes organisational service and operating standards and procedures, and ensures alignment with industry-established hygiene and safety standards.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets. With strong people management skills, he is able to engage with management and key stakeholders.

He is adaptable, highly-driven and service-oriented. He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Expand network of customer relationships beyond existing customer base</li><li>· Resolve enquiries and requests which require deviations from organisational service standards and procedures</li><li>· Tailor communications to suit a diverse range of stakeholders</li><li>· Establish organisational service standards and procedures to uphold organisation's service vision</li><li>· Develop customer service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Define customer record management and maintenance requirements</li><li>· Define inventory variety and quantity requirements based on operational needs</li><li>· Establish organisational operating standards and procedures for work area preparation and maintenance</li><li>· Establish organisational operating standards and procedures for equipment preparation and maintenance</li><li>· Establish organisational operating standards and procedures for daily operations</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Optimise collaboration across teams and with external stakeholders</li><li>· Establish performance metrics and targets for team members</li><li>· Lead in-house training programmes to upskill team</li><li>· Optimise team headcount and capability mix</li><li>· Support Research &amp; Development efforts on industry trends</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Establish organisational standards and procedures for personal hygiene and safety for team members</li><li>· Establish organisational hygiene and safety standards and procedures in order to service customers</li><li>· Establish organisational hygiene and safety standards and procedures for maintenance activities</li><li>· Establish organisational hygiene and safety standards and procedures for inventory storage and handling</li><li>· Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures</li></ul>

**KEY RESPONSIBILITIES**   **TASKS**

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**Perform Spa and Wellness Services**

- Establish procedures for consultation on foot reflexology services and analysis of body
- Deliver tailored reflexology services
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate reflexology services based on current industry trends and customer demands

# Spa Therapist

## JOB ROLE SUMMARY

The Spa Therapist is responsible for performing massages, and skin and body treatments in accordance with organisational service standards and procedures. He/She possesses knowledge of spa treatments and provides basic consultation and recommendations to customers based on their needs. He also ensures the smooth running of daily operations and maintenance of hygiene and safety standards.

He operates in spas and wellness centres, and stands for long hours during his shifts. He is self-driven, projects a professional image and works well in a team. Through excellent customer service, he builds strong customer relationships.

He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

### KEY RESPONSIBILITIES

### TASKS

#### Deliver Service Excellence

- Build relationships with customers during service and interaction
- Address or escalate enquiries and requests
- Communicate clearly in local language(s) to serve customers
- Adhere to established organisational service standards and procedures
- Execute established service innovation initiatives

#### Deliver Operation Excellence

- Perform data entry for customer details and appointment records
- Maintain stock inventory according to operational needs
- Prepare and maintain work area for service delivery
- Prepare and maintain equipment for service delivery
- Adhere to established organisational operating standards and procedures

#### Manage Self and Team

- Work collaboratively with others to deliver services
- Manage personal performance in accordance with established performance metrics and targets
- Participate in training to improve personal skills
- Keep up to date with latest industry trends

#### Manage Hygiene and Safety Standards

- Observe personal sanitation and health practices in accordance with organisational hygiene and safety standards and procedures
- Provide customer with information and equipment required for safe delivery of service
- Execute maintenance activities in accordance with organisational hygiene and safety standards and procedures
- Handle products and equipment in accordance with organisational hygiene and safety standards and procedures
- Escalate any non-conformance to organisational hygiene and safety standards and procedures to senior staff



## KEY RESPONSIBILITIES    TASKS

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### **Perform Spa and Wellness Services**

- Provide basic consultation and recommendation based on customer's needs
- Deliver spa and wellness therapy services in accordance with organisational service standards and procedures
- Provide standard advice on pre-treatment, aftercare, home application and follow-up services
- Curate reflexology services based on current industry trends and customer demands

# Senior Spa Therapist

## JOB ROLE SUMMARY

The Senior Spa Therapist is responsible for performing tailored massages, and skin and body treatments. He/She possesses in-depth knowledge of spa treatments and provides advanced consultation and recommendations to customers based on their skin and body condition. He also supervises daily spa operations by ensuring the maintenance of inventory, timely follow-up to customers, cleanliness of the spa and maintenance of equipment.

He operates in spas and wellness centres, and stands for long hours during his shifts. He is customer-centric and an excellent team player who provides guidance to junior staff.

He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Sustain customer relationships over a series of touch points with reference to customer treatment history</li><li>· Handle complex enquiries and requests</li><li>· Communicate effectively to serve a diverse range of customers</li><li>· Supervise staff to meet established organisational service standards and procedures</li><li>· Drive customer service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Manage customer details and appointment records</li><li>· Monitor inventory stock levels</li><li>· Supervise work area preparation and maintenance for service delivery</li><li>· Conduct checks on equipment to ensure its readiness for service delivery</li><li>· Supervise staff to meet established organisational operating standards and procedures</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Drive collaboration and teamwork amongst team members</li><li>· Monitor team's performance against established performance metrics and targets</li><li>· Facilitate trainings sessions and on-the-job training for team members</li><li>· Contribute specialised skills as part of team's headcount and capability mix</li><li>· Promote awareness of latest industry trends amongst team</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Oversee personal sanitation and health practices within team in accordance with hygiene and safety standards and procedures</li><li>· Supervise team members in advising customers on organisational hygiene and safety standards and procedures</li><li>· Inspect maintenance activities in accordance with organisational hygiene and safety standards and procedures</li><li>· Inspect products and equipment in accordance with organisational hygiene and safety standards and procedures</li><li>· Take corrective action on non-conformances to established organisational standards and procedures</li></ul>

**KEY RESPONSIBILITIES    TASKS**

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**Perform Spa and Wellness Services**

- Perform advanced consultation and analysis of skin and body condition to provide recommendations on spa and wellness therapy products and services
- Deliver tailored spa and wellness therapy services
- Provide tailored advice on pre-treatment, aftercare, home application and follow-up services

# Spa Specialist

## JOB ROLE SUMMARY

The Spa and Wellness Specialist is responsible for driving operations and service excellence relating to spa and wellness therapy services. He/She leverages his deep expertise in massages and spa and wellness treatments to design and deliver tailored services. He also establishes organisational service and operating standards and procedures, and ensures alignment with industry-established hygiene and safety standards.

He is a leader who coaches his team by delivering in-house training programmes and manages their performance in accordance with performance metrics and targets that he sets. With strong people management skills, he is able to engage with management and key stakeholders.

He is adaptable, highly-driven and service-oriented. He upholds the professional and ethical standards of the industry and complies with local regulations pertaining to his trade.

KEY RESPONSIBILITIES	TASKS
<b>Deliver Service Excellence</b>	<ul style="list-style-type: none"><li>· Expand network of customer relationships beyond existing customer base</li><li>· Resolve enquiries and requests which require deviations from organisational service standards and procedures</li><li>· Tailor communications to suit a diverse range of stakeholders</li><li>· Establish organisational service standards and procedures to uphold organisation's service vision</li><li>· Develop customer service innovation initiatives</li></ul>
<b>Deliver Operation Excellence</b>	<ul style="list-style-type: none"><li>· Define customer record management and maintenance requirements</li><li>· Define inventory variety and quantity requirements based on operational needs</li><li>· Establish organisational operating standards and procedures for work area preparation and maintenance</li><li>· Establish organisational operating standards and procedures for equipment preparation and maintenance</li><li>· Establish organisational operating standards and procedures for daily operations</li></ul>
<b>Manage Self and Team</b>	<ul style="list-style-type: none"><li>· Optimise collaboration across teams and with external stakeholders</li><li>· Establish performance metrics and targets for team members</li><li>· Lead in-house training programmes to upskill team</li><li>· Optimise team headcount and capability mix</li><li>· Support Research &amp; Development efforts on industry trends</li></ul>
<b>Manage Hygiene and Safety Standards</b>	<ul style="list-style-type: none"><li>· Establish organisational standards and procedures for personal hygiene and safety for team members</li><li>· Establish organisational hygiene and safety standards and procedures in order to service customers</li><li>· Establish organisational hygiene and safety standards and procedures for maintenance activities</li><li>· Establish organisational hygiene and safety standards and procedures for inventory storage and handling</li><li>· Establish guidelines for resolving non-conformances to organisational hygiene and safety standards and procedures</li></ul>

**KEY RESPONSIBILITIES    TASKS**

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**Perform Spa and Wellness Services**

- Establish procedures for consultation on spa and wellness therapy services and analysis of skin and body
- Deliver tailored spa and wellness therapy services
- Establish standards and procedures for providing pre-treatment, aftercare, home application and follow-up advice and services
- Curate spa and wellness therapy services based on current industry trends and customer demands