

ANNEXURE 1

ROLES AND RESPONSIBILITIES

CLINIC THERAPIST

REQUIREMENTS OF THE ROLE

1. International qualifications ITEC/SAAHS/CIDESCO. Full knowledge and clear understanding of all clinic operations
2. Exceptional personal and clinic hygiene
3. Flexibility and reliability – Ability to work overtime and outside of normal working hours to accommodate the needs of the business; timeouts arrival for work.
4. Reception operations and assistance
5. Professionalism: maintain health, hygiene and professional Clinic appearance
6. Passion for service, results, skin & body care and the beauty / aesthetic industry
7. Make an effort and work within the team motivating and inspiring clients and other staff members
8. Eliminate any clinic politics, encouraging mutual respect amongst all personnel
9. The clinic therapist is a team player and understands the importance of collaboration
10. Be the example of guest empathy and compassion
11. Assist in marketing events, workshops, training and general Clinic tasks
12. Assist in stock takes and inventory
13. Ensure therapy rooms are hygienic, fully stocked and maintained at all time
14. Perform treatments including laser treatments, in accordance with clinic protocols and accepted certification practices
15. Promote the sale of clinic products, in conjunction with clinic treatments, and educate clients in their use. Actively promote home care programmes
16. Actively communicate special offers and promotions to clients knowing our courses, packages and pricing according to our brochures
17. Perform prep work and properly clean and restock the treatment room each day
18. Record details of treatment administered to each client in client file and ESP where appropriate

19. If needed, collect payment from clients for treatments completed and products sold process on ESP.
20. Provide accurate, appropriate and immediate responses to all requests and/or complaints by clients thereby ensuring complete client satisfaction
21. Take responsibility for stock control of all stock items.
22. Take responsibility for cashing up each day when you closing
23. Assist with cost control by ensuring that correct amounts of products are used for each treatment
24. Take proper care of all equipment used
25. Attend and participate in training sessions and staff meetings
26. Communicate to management any occurrences involving staff or clients that require attention
27. Comply with company grooming and uniform standards: Ensure you are presentable at all times: Hair out of face, make-up done correctly, uniform white and clean, no chewing gum in front of clients
28. No cell phone to be used at front desk or treatment room
29. Punctual- be on time
30. Basic admin duties (data base, emails, ESP etc)

KEY PERFORMANCE AREAS

1. Consistently follow all policies and procedures as outlined in the manuals
2. Conduct all treatments The Laser Beautique way
3. Retail targets are met and adhered to
4. Clinic ambiance and sensory experience is maintained at all times
5. All treatments are performed according to the treatment manuals and training
6. Clinic hygiene immaculate
7. Return and request clients measure good performance
8. Database administration
9. Therapists have to be at work 15 min prior to treatments and are not allowed to leave until their client has left
10. Therapists are expected to assist in all clinic activities including staff meetings
11. Therapists must maintain the stock, hygiene and sensory experience of each room
12. Therapists are accountable for stock usage and equipment maintenance
13. Clinic checklists to be conducted for opening and closing procedures – therapist accountable

14. Must attend Monthly Clinic meetings
15. May be asked to assist in operations
16. Competent with the computer systems
17. Make sure that all client and treatment forms are completed correctly and filed in filing system
– ensure all clients are charged correctly – according to procedures
18. Reporting any client and staff feedback to the manager

KEY PERFORMANCE MEASUREMENTS

1. Treatment time management
2. Treatment results
3. Retail ratio
4. Clinic vision and policies are implemented and upheld
5. Taking Responsibility for guests experience, treat every person the same, but as a unique individual, customize treatments
6. Client complaints – follow up with management immediately

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____