

ANNEXURE 1

ROLES AND RESPONSIBILITIES

CLINIC MANAGER

REQUIREMENTS OF THE ROLE

1. Qualified Clinic Therapist
2. Computer literate (ESP, word, excel, outlook, internet explorer)
3. Is comfortable treating men
4. Is comfortable lasering bikini and intimate areas
5. Willingness to learn and desire to grow
6. Punctual
7. Non-smoker
8. Professional appearance
9. Team Leader
10. Vibrant confident demeanour
11. Extraordinary communication skills with creative flair
12. Clear client service orientation
13. Exceptional sales & Marketing Skills
14. Full knowledge and understanding of clinic operations and business
15. Organizational skills: evaluating, co-ordinating, marketing & planning
16. Accountable: be able to see a task to completion
17. Professionalism: maintain health, hygiene and professional clinic appearance
1. Pro-active
2. World Class service orientation and standards
3. Computer skills, knowledge of email and admin procedures
4. Speed, accuracy and completion of task is vital
5. Warm & friendly personality
6. Helpful service orientated
7. Exceptional product & treatment knowledge
8. Flexible and reliable
9. Problem solving
10. Be able inspire, lead and operate within a team as well as to communicate in a professional manner with your team members
11. Ability to effectively multi-task and follow up on all commitments
12. Is able to perform HR duties (leave, salaries etc)
13. Has experience in organizing diaries or therapist schedules. Scheduling appointments, managing waiting lists etc
14. Bonus if has been trained and has previous experience with ESP, Lasers, RegimA, Laser, Patricia Clarke,

TASKS AND RESPONSIBILITIES

1. Ensure optimal: Assign manage and monitor clerical, administrative and reception responsibilities and tasks among all staff to efficiency
2. Select and recruit clinic staff after approval by franchise owner/head office
3. Organize orientation and training of new staff members
4. Coach clinic staff and ensure that discipline is maintained
5. Maintain filing systems
6. Ensure security and confidentiality of data
7. Ensure compliance with clinic processes, policies and procedures to ensure operational efficiency.
8. Prepare ESP operational reports and schedules to ensure efficiency
9. Responsible for stock control, stock orders, stock takes of the following:
 - a. Retail products
 - b. Professional products
 - c. Stationary
 - d. Cleaning products
10. Maintain a safe and secure working environment
11. Manage internal staff relations
12. Assist with local advertising and marketing
13. Promote the sale of clinic products/ courses and treatments, and educate clients/patients in their use.
14. Actively communicate special offers and promotions to staff, clinic clients/patients.
15. Check and keep accurate recorded details of treatment administered to each client/patient
16. Collect payment from clients/patients for clinic treatments completed and products sold.
17. Provide accurate, appropriate and immediate responses to all requests/appointment bookings and/or complaints by clients/patients thereby ensuring complete client satisfaction.
18. Take responsibility for cashing up each day.
19. Check cost control by ensuring that correct amounts of products are used for each treatment.
20. Ensure that proper care is taken of all equipment used.
21. Attend and participate in training sessions and staff meetings.
22. Communicate to management any occurrences involving staff or clients/patients that require attention.
23. Maintain hygiene standards in the clinic
24. Work towards reaching turnover targets
25. Constantly re-evaluate processes and procedures to maximise profit
26. Must understand and be able to perform all treatments on offer
27. Know all marketing collateral
28. Step in to treat when needed. Must always keep finger on pulse
29. Ensure that therapists are consulting and treating according to processes and procedures
30. Messages and emails are returned within 24hours
31. Ensure that all staff members understand ESP processes and have all understood our internal ESP manual

32. Ensure that ESP is working to its full potential. Manage a running list of tweaks that ESP would need to implement to make our business run smoother
33. Bookings are made in schedule assistance so that there is max 10 minutes between each client
34. Generates and sends weekly and monthly reports needed to head office
35. At all times punctual and ensures punctuality of staff members
36. Ensures that staff members are performing, not taking too many breaks and are busy and productive at all times. If they have spare time there is always work that needs doing and calls that need to be made
37. Perform the following HR duties
 - a. Organize rosters
 - b. Ensure that staff members agree to rosters
 - c. Collection of leave forms
 - d. Run KPI's for each therapist
 - e. Keep running list on all staff members performance
 - f. Report to head office on all staff members

KEY PERFORMANCE AREAS

1. Reaching Service and Retail Turnover targets
2. Inspiring team and making sure they are reaching their Service and Retail Turnover targets
3. Clinic Standards: understand and implement all policies as outlined in the Policies and Procedures Manual.
4. Manage day to day Clinic operations, with assistance of clinic assistant manager
5. Monitoring and recording of all sales made by Front Desk coordinators
6. Guest's complaints to be followed up on and dealt with relevant staff member or problem – log all complaints etc.
7. Checking appointment schedules to avoid any mistakes
8. Checking out clients/billing
9. Ensure that all guest services are being carried out in a professional, correct and efficient manner
10. Promotes and practices excellent guest service and ensures all employees are doing the same.
11. Participates & promotes marketing activities as assigned
12. Staff motivation and incentives
13. Each staff member to be assigned tasks and responsibilities and to be followed up
14. All treatment rooms set-up with correct implements/products/equipment
15. Clinic House-keeping and attendants: to be given check-lists and followed up on
16. Assist all staff members and Clinic clients in Clinic services and business transactions
17. Provide excellent customer service to clients
18. Operating the computers and assist on Front Desk
19. Filing client consultation cards – ensure the cards are filled in correctly and charged correctly – according to procedures by General Management
20. Monitoring the Clinic inventory and bringing lack of inventory etc to Administrators attention

21. Assist Clinic Administrator/Manager in stock takes & orders
 22. Handling client payment transactions and retail sales
 23. Educating clients to the products and services of the Clinic
 24. Assisting in and initiating product sales
 25. Conducting daily inspection of the Clinic
 26. Logging maintenance and housekeeping issues
 27. Reporting any client and staff feedback
 28. Communicates regularly and efficiently with Clinic manager on all operational issues.
 29. Assist with orientation, training bookings, and disciplinary action for employees.
 30. Other operational and managerial duties as assigned by Clinic Manager
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1. Warm & friendly meet & greet
 2. Clients book-in
 3. Bookings are confirmed accurately and attentively and repeated back to guest and given a confirmation card
 4. Guest orientation of Clinic before treatment – show around (either by yourself or organize another staff member to assist)
 5. Re-Book clients on departure for next appointment
 6. Informing guest of facilities, specials, loyalty cards (if local) etc
 7. Reconciliation of all charges & Banking (including vouchers)
 8. Administration of full office function to include daily checklist, booking & re-booking of clients, database upkeep, collateral stock take, and day to day functionality of front of house office
 9. Daily sales are recorded accurately
 10. Detailed handovers are done for the following shifts
 11. Opening and closing of the Clinic – adhering to all operational standards by turning on all equipment, lights, music and checking all rooms/change rooms/candles/fragrances/fruits etc are all ready prior to clients arrival
 12. Check all bookings and admin boards for all updated info
 13. Reception area to be kept clean at all times
 14. Clients are booked evenly between therapists and with the required time slots for the therapists to turn around the rooms.
 15. Adequate collateral is presented throughout the Clinic
 16. Liaise with Conference delegates to meet all of their expectations.
 17. Coordinating Conference events, contracts & handover to concerned departments to ensure 5 Star service

KEY PERFORMANCE MEASUREMENTS

1. Maximize clinic availability
2. Daily Targets are adhered to and persuade.
3. Clinic vision and policies are implemented.
4. Liaising with any relevant person with regards to running of the clinic

5. Client Relations – providing professional & friendly service according to our Laser Beautique brand.
 6. Taking Responsibility for Guests experience
 7. Responsible for the day to day supervision of employees as assigned by the Clinic Manager
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1. Ensure that all clients and visiting guests are shown around the Clinic
 2. All booking information to be discussed and handed over to Reservationist.
 3. List of Confirmations to be handed to reservationist daily.
 4. Ensure the completion of consultation forms prior to their treatment and captured into the system
 5. All guests requests to be followed up
 6. Maximize Clinic Availability
 7. Guest Relations – providing professional & friendly service according to the Soulstice DNA.
 8. That client complaints are resolved and maintained at less than 1% of all client bookings
 9. Clients are booked evenly between therapists
 10. The telephone and other office administration is handled professionally and within the required and agreed time frame
 11. Keeping in line with Clinic Standards – well groomed, clean, healthy and presentable at all times (to wear make up at all times – eyebrows neat and shaped etc)
 12. Taking Responsibility for Guests experience. Make an effort to know the guests names, especially members
 13. Problems or changes are communicated timorously to management
 14. Inform therapists or colleges immediately should any changes occur

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____

JOB TITLE: HEAD THERAPIST

REQUIREMENTS OF THE ROLE

The Head therapist represents the “model” therapist for the Clinic. Selection is based upon attitude, standards of excellence and professional skills. The senior therapist sets an example for other staff. This person is flexible and aims to delight and exceed every guest’s expectation. The senior therapist constantly motivates and inspires the team to achieve the Clinic vision and goals.

1. Professionalism: maintain health, hygiene and professional Clinic appearance
2. Passion
3. Make an effort to keep team motivated and inspired.
4. Eliminate any Clinic politics, encouraging mutual respect amongst all personnel
5. The Head Clinic therapist is a team player and understands the importance of collaboration
6. Be the example of guest empathy and compassion
7. International qualifications ITEC/SAAHS/CIDESCO
8. At least two years practical experience
9. Full knowledge and clear understanding of all Clinic operations
10. Exceptional personal and Clinic hygiene
11. Flexibility and reliability – Ability to work overtime and outside of normal working hours to accommodate the needs of the business
12. Responsibility for supervising
13. Reception operations and assistance
14. Assist in marketing events, workshops, training and general tasks
15. Assist in stock takes and inventory
16. Inductions with new staff – communicate Clinic standards, vision and special touches
17. Ensure therapy rooms are hygienic, fully stocked and maintained at all time

KEY PERFORMANCE AREAS

1. Therapist assessments
2. Training Manual: all new staff to be taken through SOP’s/ Employee Handbook by Head Therapist
3. Training Program – for new staff members and continued training initiation to be talked through with Clinic Manager and implemented by Head Therapist
4. Take responsibility and role of Hygiene in Clinic treatment area
5. Daily Room check lists are signed off and checked by Head Therapist, if not on duty, to make sure you have identified another person for that day
6. Conduct Staff meetings in morning with Therapists 8am and 10am – give out their schedules (with Front Desk coordinator) and assist with the therapists needs
7. Report to Clinic Management any disputes or misconduct in Clinic Treatment Area
8. Consistently follow all policies and procedures as outlined in the manuals
9. Conduct all treatments in the Clinic’s of Distinction way
10. Retail targets are met and adhered to
11. Clinic ambiance and sensory experience is maintained at all times

12. All treatments are performed according to the treatment manuals
13. Clinic hygiene immaculate
14. Return and request clients measure good performance
15. Database administration
16. Networking i.e. make sure therapists do courtesy, future appointment follow ups for regulars
17. Therapists have to be at work 30 min prior to treatments and are not allowed to leave until their client has left
18. Senior Therapists are expected to assist in all Clinic centre activities including staff meetings and room allocations
19. Therapists must maintain the stock, hygiene and sensory experience of each room
20. Therapists are accountable for stock usage and equipment maintenance
21. Clinic checklists to be conducted for opening and closing procedures – therapist accountable
22. May be asked to assist in centre operations
23. Must perform Clinic foot rituals
24. Do Clinic tours and site inspections
25. Competent with the Clinic computer systems
26. Supervise, when manager is not on duty
27. Make sure the client consultation cards filing system – ensure the cards are filled in correctly and charged correctly – according to procedures.
28. Reporting any client and staff feedback to the manager

KEY PERFORMANCE MEASUREMENTS

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

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____

JOB TITLE: CLINIC ATTENDANT

Each employee will provide their Guests with a truly unique Soulstice style hospitality experience.

INDICATOR

1. Inspire guests with an attitude of personal attention to their requests
2. A commitment to a sense of urgency, immediacy and total responsiveness
3. Intuitively anticipate guests needs and address them in a refreshingly unique manner
4. Proactively find opportunities for innovative service delivery
5. Demonstrate commitment to uncompromising standards of excellence
6. Approach each guest in a confident and welcoming manner
7. Work as a team with all other departments in their endeavor to delight the guest
8. Demonstrate a willingness to “go the extra mile” to exceed guests expectations
9. Show respect for guests security and privacy at all times
10. Take personal responsibility for meeting guests needs
11. Communicate effectively to ensure service excellence at all times
12. Ensure requests are followed through to the guests satisfaction
13. Display a sense of resolve when solving problems
14. Embrace Life Long Learning in own development

PURPOSE, KEY AREAS, INDICATORS AND BENCHMARKS

The purpose of a job is defined as a succinctly and specifically articulated paragraph.

Key Areas are the aspects of a job where results are expected, normally a category made up of a number of functions and/or actions.

Key Area Indicators specify the type of measurements to be set as benchmarks.

Benchmarks are the measurements or standards set for the Key area.

PURPOSE	To provide guests with a discerning, world class Accommodation Services experience
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Key Result Area	Indicators	Benchmarks
Accommodation Services	<ul style="list-style-type: none"> • Prepare rooms and handle linen and bed coverings • Service toilet and bathroom areas 	✓ Treatment rooms, pool area as well as bathrooms are serviced using the highest quality products and supplies in line with property requirements

	<ul style="list-style-type: none"> ● Clean floors and floor coverings ● Handle and store cleaning equipment and materials ● Handle and dispose of waste ● Lost Property ● Guest Amenities ● Maintenance Issues related to Accommodation areas 	<ul style="list-style-type: none"> ✓ Guest change rooms are services timeously ✓ Handover of any guest-related information to Duty Managers prior to ending shifts ✓ Health and hygiene policies and procedures are strictly adhered to ✓ Equipment and company property is maintained ✓ Cleanliness of back of house areas is maintained ✓ Waste is disposed of correctly, in line with environmentally friendly policies and procedures ✓ Awareness of security of guest belongings ✓ Lost property procedures are adhered to ✓ Guest Amenities handled in line with property standards – control of stock on Housekeeping trolleys ✓ Reporting of maintenance defects in Clinic to Duty Managers
<p>Guest Service</p>	<ul style="list-style-type: none"> ● Communicate verbally ● Provide customer information ● Facilitate complaints 	<ul style="list-style-type: none"> ● Guests expectations are exceeded in all Clinic Service areas ● Guest’s needs are anticipated and addressed ● No guest complaints received in line with guest related security issues ● Complaints are resolved to the satisfaction of the guest and where unable to resolve referred to management ● Adequate information provided to guests ● Guest feedback is communicated ● Guest confidentiality is treated in the highest regard
<p>Daily Cleaning Schedule</p>	<ul style="list-style-type: none"> ● Opening & Closing Check lists. ● Continues checking of hygiene standards ● Laundry and gown replenishing 	<ul style="list-style-type: none"> ✓ Daily check lists to be adhered to, checked and signed. Hand in daily to manager on duty. ✓ All Clinic areas must be checked continuously through out the day. Change rooms must be cleaned / checked in short intervals. ✓ Laundry must be taken away and replenished where and when required.

Laundry	<ul style="list-style-type: none"> • Laundry schedule is being adhered to. 	<ul style="list-style-type: none"> ✓ Laundry must be stacked and taken over to housekeeping as per schedule. The cycle must run smooth and any problems which could result in a stop in the flow of clean laundry must be reported or solved immediately.
Working Environment	<ul style="list-style-type: none"> • Liaison between different areas in Clinic. • Maintain a safe, secure and hygienic working environment • Effective relationships with other members of the Clinic 	<ul style="list-style-type: none"> ✓ Contribute to teamwork amongst the Clinic Staff which positively impacts on Guest Service ✓ All health, safety and security procedures implemented to ensure safety of guests and colleagues ✓ Provision of information to other departments which affects the guest experience ✓ Able to help other departments within the hotel when required. Develop foster long lasting relationships with both staff and guests ✓ Well groomed and dressed in line with uniform requirements of Clinic Staff
	<ul style="list-style-type: none"> • Maintain health, hygiene and professional appearance • Develop self within the job role 	<ul style="list-style-type: none"> ✓ Demonstrates a willingness to learn and develop within the context of the job performed

KNOWLEDGE AND SKILLS REQUIREMENTS

What you need to know and apply in order to achieve maximum impact in your role

KNOWLEDGE: What you need to know

- ✓ Understanding of the impact of Feather Hill Mission, Vision and Values on the departments operations.
- ✓ Understand implications of clear communication, both internally and with guests.
- ✓ Know and apply the operational standards and procedures of the department
- ✓ Knowledge of all Clinic requirements and standards in an up market Clinic.
- ✓ Have complete knowledge of the facilities and amenities of Feather Hill.
- ✓ Have knowledge of the guests in Clinic at any given time
- ✓ Know the likely requests as a consequence of the guest profile
- ✓ Have complete knowledge of the resources available to satisfy guest requests

- ✓ Know and apply the Clinic policies and procedures for hygiene, health and safety
- ✓ Know the basic operation of all other departments, which may impact on the efficacy of this position.
- ✓ Have expert product knowledge: cleaning materials / facilities / clothing / Clinic products / treatments.
- ✓ Knowledge of operational standards regarding the serving & presentation.
- ✓ Health & Hygiene procedures
- ✓ Recycling and Conservation procedures and policies
- ✓ Fire and Safety procedures
- ✓ First Aid training
- ✓

SKILLS: What you are able to do

- ✓ Manage self to ensure maximum productivity and guest satisfaction on each shift
- ✓ Clean and service all Clinic Areas in line with guest preferences and Clinic standards
- ✓ Provide laundry services according to laundry procedures.
- ✓ Accumulate information according to standard documentation and procedures (room checklists)
- ✓ Adhere to agreed systems and procedures
- ✓ Articulate requests from guests in such a way it is relevant and accurate
- ✓ Ensure superior service is provided in all Clinic Areas
- ✓ Resolve guests complaints to the satisfaction of the guest
- ✓ Adhere to and maintain security procedures which impact on both guests and staff
- ✓ Monitor and report on operating equipment and stock levels pertinent to the Clinic
- ✓ Communicate effectively
- ✓ Adhere to Health, Safety and Hygiene procedures
- ✓ Adhere to Waste disposal procedures
- ✓ Basic numeracy skills

BEHAVIOURS AND COMPETENCIES

The special behaviors and competencies required to add value to this position.

Behavior/Competency	Description
Service to Guests	Guests are defined as internal and external. Delivery of service to clients and guests within and without organizations.
Detailed Orientated	Mindful of detail and reliant on checklists or detailed procedures.
Standards Orientated	Needs to have standards in place as clear guidelines for doing the job.
Tried and Tested	Will rely on methods that are already in place – little deviation from stated practices
Procedurally Driven	Reliant on having procedures in place
Learning Orientation	Places emphasis on ability to be able to learn and apply knowledge and skills as derived.
Quality Conscious	Displays an inherent ability to understand the need for quality and will apply quality practices if appropriate standards are in place.
Co –Operative and Assisting	Will apply the principles of teamwork and ensure that standards and quality are achieved through these methods.
Immediacy Orientation	Enjoys acting on the here and now, seeing the job as focusing on gaining immediate results. There is a direct relation between action and results.

CLINIC RESERVATIONS

REQUIREMENTS OF THE ROLE

1. Professional appearance
2. Vibrant confident demeanour
3. Extraordinary communication skills with creative flair
4. Clear client service orientation
5. Exceptional sales skills
6. Full knowledge and understanding of Clinic operations
7. Organizational skills: evaluating, co-ordinating & planning
8. Accountable to see a task to completion
9. Flexible and reliable

KEY PERFORMANCE AREAS

1. Bookings, reservations & client correspondence
2. Process all incoming calls – transferred by reception desk
3. Liaison with group functions
4. Confirm every guest booking by email on confirmation template
5. Inspire guests with an attitude of personal attention to their requests
6. Maximize Bookings - daily targets achieved
7. Know every therapist qualifications and ensure that they are booked only for what they are qualified to do and within the required time – ALL therapists to have 15 min's booked over treatment time in order to prepare rooms
8. Adequate information provided to staff (input as notes into computer and make sure staff member is aware of specific clients requests, needs e.g. – disabled, allergies, elderly, tours, special touches
9. Cancellations and amendments to bookings accurately recorded and communicated
10. Demonstrate a willingness to “go the extra mile” to exceed guests expectations
11. Ensure that requests are followed through to the guests satisfaction
12. Provide reception with all the relevant information needed to correctly charge each booking
13. Advance deposits and payment procedures accurately followed
14. Implement Sales and marketing strategies by up-selling treatments to packages
15. Marketing liaison between guest houses/B & B's/surrounding hotels
16. Provide client after-service – follow up on bookings to make sure they had a pleasant and memorable experience
17. Follow up on emails, faxes, complaints, birthdays, concerns
18. Future Bookings – all correspondence is recorded and done according to Clinic Administration set-up
19. Motivate and guide reception
20. Point of contact for all group/special reservations
21. Report any guest feedback to Clinic manager
22. Daily sales are recorded accurately
23. Product/Package knowledge. – Including all promotions & specials

24. Site inspections and networking with event coordinators
25. Offer added value to groups i.e. corporate gifts or talks
26. Attention to detail in all aspects of the business

KEY PERFORMANCE MEASUREMENTS

1. Maximize Clinic Venue and availability
2. Daily Targets are adhered to and persuade
3. Clinic vision and policies are implemented
4. Guest Relations – providing professional & friendly service according to our DNA.
5. Clients are booked with the right therapist therapists and all bookings are confirmed with client 24 hours prior to treatment
6. The telephone and other office administration is handled professionally and within the required and agreed time frame (12 hours)
7. Taking Responsibility for Guests experience
8. Every client to receive email confirmation
9. Staff incentive program is followed up and staff encouraged to reach targets

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____

SENIOR CLINIC THERAPIST

REQUIREMENTS OF THE ROLE

The senior therapist represents the “model” therapist for the Clinic. Selection is based upon attitude, standards of excellence and professional skills. The senior therapist sets an example for other staff. This person is flexible and aims to delight and exceed every guest’s expectation. The senior therapist constantly motivates and inspires the team to achieve the Clinic vision and goals.

1. Professionalism: maintain health, hygiene and professional Clinic appearance
2. Passion for service, results, skin & body care and the beauty / aesthetic industry.
3. Make an effort to keep team motivated and inspired.
4. Eliminate any clinic politics, encouraging mutual respect amongst all personnel
5. The clinic therapist is a team player and understands the importance of collaboration
6. Be the example of guest empathy and compassion
7. International qualifications ITEC/SAAHS/CIDESCO
8. At least two years practical experience
9. Full knowledge and clear understanding of all clinic operations
10. Exceptional personal and clinic hygiene
11. Flexibility and reliability – Ability to work overtime and outside of normal working hours to accommodate the needs of the business.
12. Responsibility for supervising
13. Reception operations and assistance
14. Assist in marketing events, workshops, training and skin centre tasks
15. Assist in stock takes and inventory
16. Inductions with new staff – communicate clinic standards, vision and training
17. Ensure therapy rooms are hygienic, fully stocked and maintained at all time
18. Perform treatments including laser treatments, in accordance with clinic protocols and accepted certification practices
19. Promote the sale of clinic products, in conjunction with clinic treatments, and educate clients in their use. Actively promote home care programmes.
20. Actively communicate special offers and promotions to clients knowing our courses, packages and pricing according to our brochures.
21. Perform prep work and properly clean and restock the treatment room each day
22. Record details of treatment administered to each client in client file and ESP where appropriate
23. If needed, collect payment from clients for treatments completed and products sold process on ESP.
24. Provide accurate, appropriate and immediate responses to all requests and/or complaints by clients thereby ensuring complete client satisfaction.
25. Take responsibility for stock control of all stock items.
26. Take responsibility for cashing up each day when you closing
27. Assist with cost control by ensuring that correct amounts of products are used for each treatment.
28. Take proper care of all equipment used.

29. Attend and participate in training sessions and staff meetings.
30. Communicate to management any occurrences involving staff or clients that require attention.
31. 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
32. No cell phone to be used at front desk or treatment room
33. Punctual- be on time
34. Basic admin duties (data base, emails, ESP etc)

KEY PERFORMANCE AREAS

1. Therapist assessments
2. Consistently follow all policies and procedures as outlined in the manuals
3. Conduct all treatments our way
4. Retail targets are met and adhered to
5. Clinic ambiance and sensory experience is maintained at all times
6. All treatments are performed according to the treatment manuals
7. Clinic hygiene immaculate
8. Return and request clients measure good performance
9. Database administration
10. Therapists have to be at work 15 min prior to treatments and are not allowed to leave until their client has left
11. Senior Therapists are expected to assist in all clinic centre activities including staff meetings and room allocations
12. Therapists must maintain the stock, hygiene and sensory experience of each room
13. Therapists are accountable for stock usage and equipment maintenance
14. Clinic checklists to be conducted for opening and closing procedures – therapist accountable
15. May be asked to assist in centre operations
16. Do clinic tours and site inspections
17. Competent with the clinic computer systems
18. 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.
19. Reporting any client and staff feedback to the manager
20. Taking Stock and assisting to resolve stock issues and queries once a month.
21. Timely orders and replenishing is essential as these are the tools of our trade.

KEY PERFORMANCE MEASUREMENTS

1. Treatment time management
2. Treatment results
3. Retail ratio
4. Clinic vision and policies are implemented and upheld
- 5.

6. Taking Responsibility for Guests experience, treat every person the same, but as a unique individual, customize treatments
7. Client complaints – follow up with management immediately

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____

CLINIC THERAPIST

REQUIREMENTS OF THE ROLE

1. Professionalism: maintain health, hygiene and professional Clinic appearance
2. Passion for service, results, skin & body care and the beauty / aesthetic industry.
3. Make an effort and work within the team motivating and inspiring clients and other staff members
4. Eliminate any clinic politics, encouraging mutual respect amongst all personnel
5. The clinic therapist is a team player and understands the importance of collaboration
6. Be the example of guest empathy and compassion
7. International qualifications ITEC/SAAHS/CIDESCO
8. Full knowledge and clear understanding of all clinic operations
9. Exceptional personal and clinic hygiene
10. Flexibility and reliability – Ability to work overtime and outside of normal working hours to accommodate the needs of the business; timeouts arrival for work.
11. Reception operations and assistance
12. Assist in marketing events, workshops, training and general Clinic tasks
13. Assist in stock takes and inventory
14. Ensure therapy rooms are hygienic, fully stocked and maintained at all time
15. Perform treatments including laser treatments, in accordance with clinic protocols and accepted certification practices.
16. Promote the sale of clinic products, in conjunction with clinic treatments, and educate clients in their use. Actively promote home care programmes.
17. Actively communicate special offers and promotions to clients knowing our courses, packages and pricing according to our brochures.
18. Perform prep work and properly clean and restock the treatment room each day
19. Record details of treatment administered to each client in client file and ESP where appropriate
20. If needed, collect payment from clients for treatments completed and products sold process on ESP.
21. Provide accurate, appropriate and immediate responses to all requests and/or complaints by clients thereby ensuring complete client satisfaction.
22. Take responsibility for stock control of all stock items.
23. Take responsibility for cashing up each day when you closing
24. Assist with cost control by ensuring that correct amounts of products are used for each treatment.
25. Take proper care of all equipment used.
26. Attend and participate in training sessions and staff meetings.
27. Communicate to management any occurrences involving staff or clients that require attention.
28. 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
29. No cell phone to be used at front desk or treatment room

30. Punctual- be on time
31. 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. Local networking i.e. guest houses
10. Therapists have to be at work 15 min prior to treatments and are not allowed to leave until their client has left
11. Therapists are expected to assist in all clinic activities including staff meetings
12. Therapists must maintain the stock, hygiene and sensory experience of each room
13. Therapists are accountable for stock usage and equipment maintenance
14. Clinic checklists to be conducted for opening and closing procedures – therapist accountable
15. Must attend Monthly Clinic meetings
16. May be asked to assist in operations
17. Competent with the computer systems
18. 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.
19. 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: _____

Stock Controller/Administrator

REQUIREMENTS OF THE ROLE

1. Professional appearance
2. Team Leader
3. Vibrant confident demeanour
4. Extraordinary communication skills
5. Exceptional administrative, computer and management skills
6. Full knowledge and understanding of Clinic operations
7. Business Orientated
8. Organizational skills: evaluating, co-ordinating & planning
9. Accountable: be able to see a task to completion
10. Flexible and reliable

KEY PERFORMANCE AREAS

1. Manage the guest data-base & communications (loyalty cards/specials etc)
2. Operating computer systems, banking and all invoicing
3. Administration of full office function on a day to day basis
4. Produce daily sales reports, making the relevant conclusion to the business profitability margins
5. Banking & Petty Cash to be checked daily
6. Accountable for voucher and packages being correctly instituted and recorded
7. Clients Accounts checked
8. Monthly stock take and financial reviews
9. Produce month end reports with the overall Clinic Progress Report
10. Staff Training on Computer & booking systems and administration procedures
11. Stationary & collateral stock control and orders
12. Stock Ordering
13. Month end reconciling
14. Tip calculation
15. System Maintenance
16. Processing all orders and invoices
17. Salaries and commissions
18. Staff leave – to be worked out with Clinic Manager first
19. Guest Data Base to be kept clean and up to date

KEY PERFORMANCE MEASUREMENTS

1. Maximize Clinic area – marketing
2. Daily Targets are checked up on and reports back to GM on suggestions for better revenue
3. Vision and policies are implemented.
4. Guest Relations – providing professional & friendly service according to the Clinic's DNA.

5. The telephone and other office administration is handled professionally and within the required and agreed time frame
6. Financial Reports and reviews
7. Presenting Directors/GM with monthly progress report

Signed Manager: _____

Signed Employee: _____

Name: _____

Date: _____