

9/15/2022



**SPHM
HOSPITALITY**

CRUISE JOB DESCRIPTION – SPA & FITNESS



Hotel Management

SPHM Hospitality

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Cruise Job Descriptions

CRUISE SHIP BEAUTY THERAPIST JOBS

Beauty Therapist Job Description and Duties:

- ✓ Reports to the ship's Beauty Salon / Spa Manager and Asst. Manager
- ✓ Could work as a skin care specialist, body and detox specialist and a holistic therapist
- ✓ Provides facial massage and skin care
- ✓ Performs makeup application, lash and brow treatments
- ✓ Applies wax depilation, body electrical and mechanical treatments
- ✓ The Beautician informs and educates guests regarding various wellness issues and handles concerns and questions in a professional and courteous manner
- ✓ Should be knowledgeable and familiar with all products and services offered by the ship's beauty salon/ spa division
- ✓ Handles complaints in a polite and professional manner and resolves situations in favour of guests complete satisfaction
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ Participates in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position
- ✓ Participates in displays and demonstrations in the Grand Plaza Atrium or other venues throughout the ship, promoting all products and services offered by the onboard Beauty Salon / Spa



Cruise Ship Beautician Job Requirements:

- **North American** candidates must hold Esthetician license, CIDESCO or equivalent qualification, must be qualified to use body galvanic and faradic current, as well as high frequency on the face
- **European** candidates - Cidesco, Ittec, Inter clinitique, ROC, or IA College. National diplomas with minimum 2 years long education are also accepted, with the following subjects included in the studies: face cleansing therapy, face electrical treatments, electrical body treatments, manicure, pedicure and full body massage
- Candidates from **Australia and New Zealand** - Cert 4, or ITEC, CIBTAC, CIDESCO, IHBC, or equivalent qualification. Must also be qualified in both face/body massage and face/body electrics
- **South African** candidates for cruise ship beauty jobs must hold a diploma in both Facial & Electrical Currency (e.g. SAAHSP, CIDESCO, ITEC, CIBTAC & CITY AND GUILDS). Must also be qualified in both face/body massage and face/body electrics
- Candidates from **all other countries** must have a good command of the English language, similar qualification and equivalent national certifications



Cruise Job Descriptions

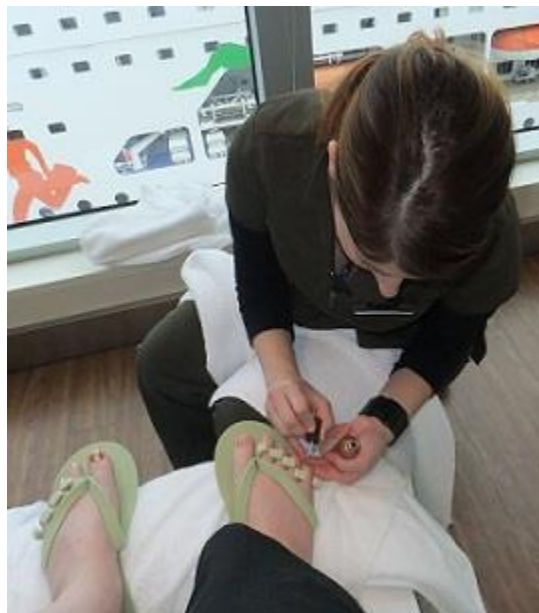
Beauty Therapist Salary Range:

\$2400 - 4200 U.S. per month depending on gratuities, comission on sales, size and itineraries of the cruise ship.
Possibilities for promotion to Assistant Beauty Salon/ Spa Manager position.

CRUISE SHIP NAIL TECHNICIAN (STYLIST) JOBS

Nail Technician Job Description and Duties:

- ✓ Reports to the ship's Beauty Salon / Spa Manager and Asst. Manager
- ✓ Completion of a Nail Technician training course required
- ✓ Qualification in Manicure and Pedicure equivalent to NVQ Level 2
- ✓ Ability to do a full set of ACRYLIC nails including French polish
- ✓ Performs deluxe Elemis rituals for the feet and hands
- ✓ Use of the Gentle Touch Teeth Whitening system (training provided)
- ✓ The Nail Stylist informs and educates guests regarding various Manicure and Pedicure issues and handles concerns and questions in a professional and courteous manner
- ✓ Should be knowledgeable and familiar with all products and services offered by the ship's beauty salon/ spa division
- ✓ Handles complaints in a polite and professional manner and resolves situations in favour of guests complete satisfaction
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ Participates in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position
- ✓ Participates in displays and demonstrations in the Grand Plaza Atrium or other venues throughout the ship, promoting all products and services offered by the onboard Beauty Salon / Spa



Cruise Ship Nail Technician Job Requirements:

- **North American** candidates must hold a license or a diploma as a nail technician and must have the ability to do a full set of ACRYLIC or GEL nails in 1 hour and 10 minutes including French polish. Must be able to do French polish, using white acrylic powder for the tips, and pink acrylic powder for the rest of the nail and be proficient in the use of tips and forms. Candidates will also be asked to demonstrate a polish during the interview process
- **European** candidates must possess a certificate for the system acrylic nails as a basic. This can be the creative system, easy flow system or OPI system. Nail technicians must have one year experience and be able to do a new full set of acrylic nails in 1 hour 10 minutes. Candidates will also be asked to demonstrate a polish during the interview process



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- Candidates from **Australia, New Zealand and South Africa** must possess Level 2 NVQ in manicure and pedicure and must be able to perform all procedures listed above
- Candidates from **all other countries** must have a good command of the English language, similar qualification, equivalent national certifications and be able to perform the nail treatments listed above

Nail Technician Salary Range:

\$2400 - 4200 U.S. per month depending on gratuities, commission on sales, size and itineraries of the cruise ship. Possibilities for promotion to Assistant Beauty Salon/ Spa Manager position.

Cruise Job Descriptions

CRUISE SHIP HAIR STYLIST / HAIRDRESSER JOBS

Hairdresser Job Description and Duties:

- ✓ Reports to the ship's Beauty Salon/ Spa Manager and Assistant Manager
- ✓ Offers the services available in a land based salon for all of types of hair to both ladies and gentlemen
- ✓ Cuts hair using basic techniques
- ✓ Styles hair using drying and setting techniques
- ✓ Shampoos and conditions hair and scalp
- ✓ dries hair into shape and creates a finished look
- ✓ Changes hair colour
- ✓ Responsible for maintaining schedules as well as for the maintenance of the hairdressing equipment and facilities
- ✓ Increases revenue by actively promoting to guests all ship's spa treatments, services and products
- ✓ Handles all guests' questions or concerns in a professional and courteous manner
- ✓ Deals with complaints in a polite and professional manner and makes sure that guests are satisfied with the new look of their hair and the level of services received
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ Participates in beauty / spa products and services displays throughout the ship



Hair Stylist Job Requirements:

- **North American** candidates must hold a license in Cosmetology or Hairdressing, have obtained a 3 year apprenticeship and 1 year working experience as a hair stylist
- **European** candidates for cruise ship hairdressing jobs must have diploma from a National college with a minimum of 2 years education plus an additional one year work experience as a hair stylist
- Candidates from **Australia and New Zealand** must have Cert 3, or equivalent qualification and have obtained a three year apprenticeship as hairdresser
- **South African** candidates must possess Level 1 & 2 NQF Certificate or National Certificate in Ladies Hairdressing and Have obtained a 3 year apprenticeship as hair stylist
- Candidates from all countries must be in possession of equivalent national hairdressing certificates and qualification

Hairdresser Salary Range:

\$2200 - 4400 U.S. per month depending on gratuities, commission on sales, size and itineraries of the cruise ship. Possibilities for promotion to Assistant Beauty Salon/ Spa Manager position.

Cruise Job Descriptions

CRUISE SHIP BARBER JOBS

Barber Job Description and Duties:

- ✓ Reports to the ship's Beauty Salon / Spa Manager and Asst. Manager
- ✓ Offers cutting edge services to the fastest growing clientele aboard cruise vessels - men
- ✓ Exciting new role for the experienced barber
- ✓ Performs gents hair cutting
- ✓ Offers dynamic men's facials to smooth and re-energise the skin and soften the beard
- ✓ Performs two shaves to provide the closest shave possible
- ✓ Relaxing face and scalp massage treatments
- ✓ Cuts hair using barbering techniques
- ✓ Styles hair using drying and setting techniques
- ✓ Shampoos and conditions hair and scalp
- ✓ Changes hair colour using basic techniques
- ✓ Perms and neutralises hair
- ✓ Dries hair into shape and creates a finished look



Cruise Ship Barber Job Requirements:

- **North American** candidates for barber position must hold a license in Cosmetology or Hairdressing
- **European** candidates - Cidesco, Ittec, Inter clinitique, ROC, or IA College. National diplomas with minimum 2 years long education are also accepted, with the following subjects included in the studies: face cleansing therapy, face electrical treatments, electrical body treatments, manicure, pedicure and full body massage
- Candidates from **Australia and New Zealand** must have Cert 3, or equivalent qualification
- **South African** candidates must possess Level 2 NVQ Certificate or equivalent
- Candidates from **all other countries** must have a good command of the English language, similar qualification and equivalent national certifications

Barber Salary Range:

\$2200 - 4000 U.S. per month depending on gratuities, commission on sales, size and itineraries of the cruise ship. Possibilities for promotion to Assistant Beauty Salon/ Spa Manager position.

Cruise Job Descriptions

CRUISE SHIP MASSAGE THERAPIST JOBS

Massage Therapist Job Description and Duties:

- ✓ Reports to the ship's Beauty Salon/ Spa Assistant Manager and to the Beauty Salon/ Spa Manager
- ✓ Offers professional massage and body treatments (Relaxation, Sport and Deep Tissue massages) to guests
- ✓ Responsible for maintaining schedules as well as for the maintenance of the massage equipment and room facilities
- ✓ The Massage Therapist would effectively inform and educate passengers about specific wellness issues and would handle passengers' questions or concerns in a professional and courteous manner
- ✓ Must possess a complete knowledge and understanding of all services and products offered and actively promote the beauty salon/ spa treatments, services and products thus increasing revenue as well as his/ her personal earnings
- ✓ In cases of passenger complaints the duty of the Massage Therapist is to try to resolve the situation in a polite and professional manner and to make sure that guests are satisfied with the service
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ Participates in courses, meetings and training programs organized by the Beauty Salon/ Spa or the cruise line in order to develop the necessary skills needed for promotion to superior level position



Massage Therapist Job Requirements:

- **North American** candidates for massage therapist position must hold a license in massage therapy or a diploma in Swedish massage with Anatomy and Physiology (minimum 150 hours). Any additional courses, e.g. aromatherapy, reflexology, Indian head massage, Reiki, remedial massage is beneficial
- **European** candidates must be qualified in Swedish/Sports massage with NVQ, ITEC, VTCT, (minimum 150 hours). Any additional courses, e.g. aromatherapy, reflexology, Indian head massage, Reiki, remedial massage would be considered as a plus. Massage with Facial Electrics, Level 2 NVQ and Level 3 NVQ (Massage)
- Candidates from **Australia and New Zealand** must be qualified in Swedish/Sports massage with ITEC, Cert 4, (minimum 150 hours). Any additional courses, e.g. aromatherapy, reflexology, Indian head massage, Reiki, remedial massage would be considered as a plus
- Candidates from **Australia and New Zealand** must be qualified in Swedish/Sports massage with ITEC, Cert 4, (minimum 150 hours). Any additional courses, e.g. aromatherapy, reflexology, Indian head massage, Reiki, remedial massage would be considered as a plus

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- **South African** candidates for cruise ship massage therapist position must be qualified in Swedish/Sports massage with NVQ, ITEC, VTCT, (minimum 150 hours). Any additional courses, e.g. aroma therapy, reflexology, Indian head massage, Reiki, remedial massage would be considered as a plus
- Candidates from all countries must be qualified in Swedish Massage. Any additional qualifications like Aromatherapy, Shiatsu, Reflexology, Reiki Healing or Sports Therapy is a definite plus

Massage Therapist Salary Range:

\$2800 - 4500 U.S. per month depending on gratuities, comission on sales, size and itineraries of the cruise ship. Possibilities for promotion to Assistant Beauty Salon/ Spa Manager position.

Cruise Job Descriptions

CRUISE SHIP FITNESS INSTRUCTOR / PERSONAL TRAINER JOBS

Personal Trainer Job Description and Duties:

- ✓ Reports to the ship's Beauty Salon / Spa Manager and Asst. Manager
- ✓ Must be knowledgeable of all fitness offerings at the spa and hold current certifications
- ✓ Must have a recognised National Certification in personal training
- ✓ An exercise to music qualification is preferred but not essential
- ✓ The Fitness Instructor is required to coach a variety classes and supervise the gymnasium
- ✓ Offers personal training programs to guests
- ✓ The Personal Trainer educates guests regarding various fitness related issues and handles concerns and questions in a professional and courteous manner
- ✓ Should be knowledgeable and familiar with all products and services offered by the ship's beauty salon/ spa division
- ✓ Handles complaints in a polite and professional manner and resolves situations in favour of guests complete satisfaction
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ Participates in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position
- ✓ Participates in crew and passenger safety drills
- ✓ Must have at least 6 months work experience in the field of fitness and personal training



Fitness Instructor Job Requirements:

- **North American** candidates must be qualified in both personal training and aerobics (ACE, AFAA, YMCA etc.)
- **European** candidates must possess Personal Trainer certificate or Sports Academy diploma. Any other courses such as Tai Bo, yoga, pilates, circuit training, body balancing, spinning, Les Mills certificates are only a bonus, but not essential
- Candidates from **Australia and New Zealand** must possess Cert 3 - Aerobics and Cert 4 - Personal Trainer
- **South African** candidates must possess Personal Training & Aerobics qualifications or Group Training Certificate



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- Candidates from all other countries must have a good command of the English language, similar qualification and equivalent national certifications

Personal Trainer Salary Range:

\$2200 - 2800 U.S. per month depending on gratuities, comission on sales, size and itineraries of the cruise ship.
Possibilities for promotion to Assistant Beauty Salon/ Spa Manager position.