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**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

Mandarin Oriental, Washington, D.C. is currently seeking a Massage Therapist.

**Scope of Position**

The Massage Therapist is responsible for, but not limited to performing as trained all spa treatments to guests in a professional and pleasant fashion.

**Organizational Structure**

The Massage Therapist reports to the Spa Treatments Manager.

**Duties and Supporting Responsibilities**

* Support company's philosophy and company culture through the use of Pillars of Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement
* Support company's philosophy and company culture through the use of Departmental Legendary Quality Experiences on a daily basis to ensure Guest Satisfaction and the achievement of our Mission Statement.
* Support company's philosophy and company culture through the use of Guiding Principles and D.E.L.I.G.H.T. as part of ensuring Guest Satisfaction and the achievement of our Mission Statement
* To perform treatments on guests whilst maintaining the guest's comfort at all times.
* Be on time for appointments and thoroughly review appointments after completing each treatment
* Keep work area clean, stocked and neat at all times.
* Must follow all Standards and Procedures as taught by legendary trainers or Head Therapist.
* To ensure that a high standard of service is maintained throughout the Spa.
* Assist in the operations of all spa departments as required:
	+ Front Desk
	+ Spa Retail Area
	+ Relaxation Area
	+ Sluice Area
	+ Sales and Marketing
	+ Spa Suites
* Report dysfunctional equipment to Spa Director
* To maintain inventory of supplies for the operations of the treatment rooms
* Maintain cleanliness and attention to detail in treatment room throughout shift.
* To attend daily line-ups, weekly and monthly spa meetings.
* Will be expected to assist and perform various demonstrations and events.
* To maintain a high standard of appearance and personal hygiene as lay down by the Spa Director.
* Must attend all training courses as deemed necessary, and must adhere to training as set down by the Spa Director.
* Must have the ability to courteously interact and answer all spa and hotel related questions with guests.
* Perform all treatments to the highest standards.
* Assist in all areas of the spa as and when necessary. E.G. Relaxation area and Reception
* To recognize the importance of "sales" in every aspect of their role and responsible for achieving sales targets as set by the Spa Director.
* To be adaptable and accountable for all actions.
* Arrive 15 minutes before the start of your shift to allow sufficient time to prepare for your workday.
* Will perform as a professional, with a friendly business attitude and conduct all duties and responsibilities as required by the position, or assigned by the Spa Director.
* Maintain current professional licenses.

**Success Profile for this Role (Hotel Competencies)**

***Customer Focus***

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

***Functional and Technical skills***

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

***Team Player***

Demonstrates cooperation and trust with colleague on his/her team as well as across departments. Works well as a team player to achieve results.

***Delivers their Best***

Continually striving to do his/her best; is hard working, efficient and consistently performs well and in alignment with the MOHG standards, policies and procedures.

***Trustworthy and Responsible***

Demonstrates trustworthiness; consistently acts with responsibly; works in a safe and prudent manner at all times; is accountable for their actions. His/her standards of performance reflect the MOHG Mission and Guiding Principles.

***Composure***

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

***A MOHG Fan (Committed & Loyal)***

Exhibits behaviors that represent the Mandarin Oriental brand well and is a true “Fan”. He/she is loyal to MOHG and consistently demonstrates and delivers our Pillars and Departmental LQE’s.

**Requirements**

**Mandatory**

* **Must possess a DC massage license.**
* At least 2 years of massage experience is required. Those candidates who possess luxury hotel and/or luxury spa experience will be strongly considered.
* Excellent communication skills.
* Must be able to work a flexible schedule that will include days, evenings, weekends and holidays.

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.