

Accor professions guide: Hydro therapist (m/f)



What exactly does my mission involve?

- Carries out the range of treatments offered by the hydrotherapy institute
 - Ensure the correct functioning, hygiene and safety of installations, materials and products used
 - Contribute to the well-being of the customer by your attentive and discrete presence
 - Be able to adapt to the diversity of customers and the different working rhythms
- Apply on line for the hydro therapist positions

This profession exists...

in all Thalassa Sea & Spa institutes



Testimony of Véronique Collet, Hydrotherapy Manager at Thalassa Île d'Oléron

"The hydrotherapy profession involves carrying out a range of Thalassotherapy treatments while respecting the brand's protocol; contributing to the customer's well-being in line with our standards and through attentive listening and discretion; ensuring that tools, products and materials are clean and in good working order; adapting to the different types of customer.

After an experience as a carer in a medical environment, I wished to convert to a profession in the well-being industry. After several years as a Hydrotherapist, my skills and prior experience enabled me to progress through the thalassotherapy profession and become a manager.

Through treatment protocol training, I contribute to increasing the professionalism of my colleagues in their various missions.

In my opinion, the key qualities for being professional in this job are to be smartly turned out and welcoming, pedagogical, a good listener and communicator, diplomatic and discrete."

Personality | Activities | Qualifications/Experience | Progression

At ease with people
Welcoming and service orientated
Attentive to details and quality
Good teacher
Good listening and conversation skills
Diplomatic and self controlled
Discrete

Customer relation

Inform guests about how the Institute operates and is organised, and explains the treatment process and its benefits

Ensure that guests are well looked after at all times while at the Institute

Be focussed on providing customer satisfaction at all times

Be able to handle changes in work schedules, due to late arrivals or cancellations

Advise guests on the services and activities offered on site, as well as the region's cultural and tourist attractions

Professional techniques / Production

Give thalassotherapy treatments in compliance with standards and protocols, respecting appointment times and standard treatment durations

Ensure the smooth running of appliances and equipment, informing the Institute Manager or Technical Department of any anomalies

Respect standard hydrotherapy hygiene procedures

Team management and cross-departmental responsibilities

Escalate any customer complaints or problems to management

Take part in meetings for the therapy team and departmental meetings

Management and administration

Handle stock management and follow-up for the equipment and products used in treatments

Be responsible for organising the cubicle

Vocational training as a Hydrotherapist / Hydrotechnician

First experience in a similar activity

Professional English and more

Other spa and hydrotherapy institutes

Hydro therapist manager (m/f)

Hydrotherapy department manager (m/f)

Sport and beautician activities in group hotels

International mobility