ONGAVA

Career Opportunity

JOB TITLE: SPA THERAPIST
DEPARTMENT: TOURISM

The Spa Therapist is responsible for delivering high-quality spa treatments and wellness experiences to guests, ensuring exceptional service standards, comfort, and relaxation in line with the Ongava brand. This role contributes to guest satisfaction, supports spa operations, and maintains hygiene and professional standards.

Location: Ongava Game Reserve
Reports To: Wellness Manager
Employment Type: Full-time

The responsibilities of this position include but are not limited to the following:

Duties and Responsibilities:
- Perform a variety of spa treatments (e.g., massages, facials, body therapies) according to established standards.
- Conduct guest consultations to determine appropriate treatments and preferences.
- Ensure treatments are delivered professionally, safely, and consistently.
- Provide personalised and attentive service to enhance guest relaxation and wellbeing.
- Create a calm, welcoming, and professional environment for all guests.
- Address guest needs, preferences, and feedback in a courteous and timely manner.
- Prepare treatment rooms before and after each session.
- Maintain high standards of cleanliness, hygiene, and safety always.
- Ensure all equipment and products are used correctly and stored appropriately.
- Promote spa treatments and retail products to guests.
- Provide knowledgeable recommendations based on guest needs.
- Support revenue generation through effective upselling.
- Assist with daily spa operations including scheduling and readiness of treatment areas.
- Ensure availability of supplies and report low stock levels.
- Support smooth flow of spa activities
- Adhere to company policies, SOPs, and health & safety regulations.
- Maintain professional grooming, conduct, and confidentiality.
- Follow all reasonable instructions from management.

Requirements:
- Relevant qualification in beauty therapy, spa therapy, or wellness
- Minimum 1–2 years' experience in a spa or wellness environment
- Experience in hospitality or lodge environment advantageous
- Grade 12 or equivalent required

How to Apply:
Interested candidates who meet the above application criteria are requested to apply for this vacancy by sending an updated CV, motivational letter, qualifications to apply@ongava.com

Closing date: 14 October 2026 (only shortlisted candidates shall be contacted)
For any enquiries, please contact +264 (0) 83 370 9775
Ongava Game Reserve (Pty) Ltd is an Equal Opportunity Employer.