

Date of Issue/Rev: 2012-05-23 Rev – No: 0 Full Document Code: TUI C – FOM –03.10.03.02.(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: JOB DESCRIPTION CHAPTER: SPA & SPORT MANAGEMENT
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Area: 03.10.03. SPA & Sport
Subject: **JOB DESCRIPTION
ASST. SPA & SPORT
MANAGER**

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Position: **Asst. SPA & Sport Manager**

Department: **SPA & Sport**
Rank: Officer
Immediate superior on board: SPA & Sport Manager

1. Responsibility

- (1) Running the SPA & Sport reception professionally, effectively and independently, and in a confident manner, so that guests feel relaxed and welcome.
- (2) As Reception Manager, applying specialist expertise and leadership skills to ensure that the spa facilities are run professionally and effectively.
- (3) Managing and deploying reception staff.
- (4) Preparing the duty roster and entering days of absence in HIS.
- (5) Inducting new employees, in line with the SOPs for Reception.
- (6) Motivating individual staff members and the team as a whole.
- (7) Carrying out sea rescue drills with guests
- (8) Booking, changing and cancelling appointments in person (or by telephone) for Beauty & Massage, the hairdresser and Wellness & Fitness (the job holder must always be fully aware the situation regarding the availability of rooms, employees and their qualifications).
- (9) Planning and organising resources and employees efficiently and cost effectively.
- (10) Receiving guests when they arrive for their appointment, greeting them by name and introducing them to the staff member/trainer.
- (11) Offering the guest tea or water in the La Vida Sana Bar, as appropriate.
- (12) Taking part in active cross-selling (Bike, Golf, SPA & Sea, Wellness & Fitness, Dietary advice, etc.).
- (13) Compiling the daily and weekly programme.
- (14) Instructing reception staff with regard to the activities for the day.
- (15) Responding to and making on-line reservations.
- (16) Carrying out administrative tasks and supporting the SPA Manager.
- (17) Carrying out administrative tasks and reporting to the SPA Manager.
- (18) Checking the changing area and ensuring that it is clean.
- (19) Checking there are enough towels and, where appropriate, bath robes in the changing area.
- (20) Acting as representative for the SPA area at all times.
- (21) Ensuring systematic customer care (remembering guests' names/previous visits, anticipating requirements, surprising guests) – basically always going the extra mile.
- (22) Making the guest aware of recommended offers in all SPA areas.
- (23) Giving informed sales pitches or delegating such tasks to the relevant employee.
- (24) Arranging the display areas in reception and checking they are clean.

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- (25) Dealing with criticism from guests in an appropriate and confident manner.
- (26) Supervised cashing up of the till and transferring cash to the main reception on a daily basis.
- (27) Adhering to all SOPs.
- (28) Issuing the key to the sauna and advising on correct use of the sauna.
- (29) Carrying out and/or assisting with stocktaking exercises.
- (30) Looking after all equipment in the reception area.
- (31) Assisting with check-in on embarkation day.
- (32) Monitoring the strict adherence to safety, environmental and hygiene guidelines (USPH/HACCP, ISM/ISO, SQM, TUI C service standards) in his/her area of responsibility; regularly attending documented training courses run by department heads.
- (33) Reporting and dealing with relevant incidents, such as safety issues and breaches, damage, repairs, etc.
- (34) Knowing the muster list number and what to do in the event of an emergency.

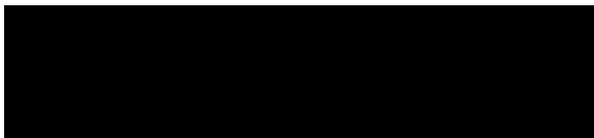
2. Qualifications/experience

- (1) At least 2 years' in-depth, specialist training in hotel and catering, or in a SPA-relevant area (Beauty, Massage or Wellness & Fitness).
- (2) Management experience together with an empathetic approach.
- (3) Several years' professional experience in the relevant industry (colleges, commercial centres, hotel and catering, etc.).
- (4) IT skills (Word, Excel and Outlook), and ideally reservation systems.
- (5) IT skills (HIS desirable).
- (6) Knowledge of German and English.
- (7) Sales and consultancy experience.

3. Personal requirements

- (1) At least 25 years of age
- (2) Good organisational skills
- (3) Service and customer oriented
- (4) Strong sales and communication skills
- (5) Able to motivate others
- (6) A positive attitude
- (7) Professional demeanour and warm, friendly manner
- (8) Well-groomed appearance and confident manner
- (9) Strong sense of responsibility
- (10) Happy to work as part of a team
- (11) An effective communicator
- (12) Resilient
- (13) Flexible and willing to learn

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4. Area of responsibility

Responsible for all work and service procedures in the SPA & Meer Reception, as discussed with the SPA & Sport Manager, as well as deputising for the SPA & Sport Manager

5. Proxy

Colleagues from Reception.

At least one responsible employee must be trained up at any one time to ensure activities continue to run as normal in the job holder's absence.