

Date of Issue/Rev: 2012-05-23 Rev – No: 0 Full Document Code: TUI C – FOM –03.10.03.04.(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
FACHLEITUNG
SPA & MEER

Page: 1 of 3

Position: Fachleitung SPA & Meer

Department: SPA & Sport

Rank: Crew

Line manager: SPA & Sport Manager

1. Responsibility

- (1) Ensuring professional, competent leadership in spa facility areas such as Beauty & Massage so that guests feel relaxed and welcome.
- (2) As SPA & Sea Manager, applying specialist expertise and leadership skills to ensure that the services and offers in his/her area are run professionally and effectively.
- (3) Managing staff in the spa facilities area.
- (4) Inducting new employees in line with Beauty & Massage SOPs.
- (5) Motivating individual staff members and the team as a whole.
- (6) Training staff on the full range of beauty products and on how to deliver sales presentations.
- (7) Implementing or providing training on our wellness and fitness concept, based on the *Deutsche Sporthochschule* model.
- (8) Designing goal-oriented spa treatments and special treatments.
- (9) Acting as first point of professional contact and representative for guests.
- (10) Carrying out sea rescue drills with guests.
- (11) Using all resources responsibly and bearing in mind the goal of commercial success at all times.
- (12) Planning and organising various promotional events, such as SPA evenings, etc.
- (13) Assisting with the organisation of SPA & Sea events.
- (14) Checking that the SPA & Sea area is safe, hygienic and clean.
- (15) Implementing quality assurance measures and improving quality in the SPA & Sea, in areas such as cleanliness, hygiene, equipment and safety.
- (16) Supporting the SPA Manager with orders, use of materials/consumption and staff appraisals.
- (17) Undertaking stockkeeping duties and inspections
- (18) Carrying out inspections and managing stock in the Beauty & Massage department.
- (19) Professionally delivering the full range of treatments on offer to guests.
- (20) Ensuring that staff members give treatments in a professional manner.
- (21) Providing advice and information, making reservations and performing sales-related tasks.
- (22) Taking part in active cross-selling (Wellness & Fitness, Bike, Golf, Dietary Advice, etc.)
- (23) Cooperating and coordinating with other ship departments
- (24) Holding team meetings.

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Area: 03.10.03. SPA & Sport
Subject: JOB DESCRIPTION
FACHLEITUNG
SPA & MEER

Page: 2 of 3

- (25) Holding appraisal interviews with employees at the beginning of their contract, after 30 days and at the end of the contract, and at other times if required.
- (26) Adhering to all SOPs.
- (27) Carrying out stocktaking duties.
- (28) Carrying out administrative tasks, providing support and reporting to the SPA Manager.
- (29) Ensuring proper care and maintenance of all equipment, e.g. beauty equipment, treatment couches, etc.
- (30) Assisting with check-in on embarkation day.
- (31) Monitoring the strict adherence to safety, environmental and hygiene guidelines (USPH/HACCP, ISM/ISO, SQM, TUI service standards) in his/her area of responsibility; regularly attending documented training courses run by department heads.
- (32) Reporting and dealing with relevant incidents, such as safety issues and breaches, damage, repairs, etc.
- (33) 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 beauty/massage.
- (2) Knowledge and experience of working with a variety of high-quality beauty products.
- (3) Further training in decorative cosmetics, energy facial massage, special body treatments, etc. is desirable.
- (4) Management experience together with an empathetic approach.
- (5) Service-oriented with strong sales and communication skills.
- (6) Several years' professional experience in the relevant industry.
- (7) IT skills (Word, Excel and Outlook), and ideally reservation systems.
- (8) Knowledge of German and English.
- (9) Practical first aid certificate.

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
- (9) Strong sense of responsibility

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Subject: **JOB DESCRIPTION**
FACHLEITUNG
SPA & MEER

Page: 3 of 3

- (10) Happy to work as part of a team
- (11) An effective communicator
- (12) Resilient
- (13) Flexible and willing to learn

4. Area of responsibility

Responsible for all work and service procedures in Beauty & Massage (including authority to make decisions), as discussed with the SPA Manager.

5. Deputy (if absent)

Beauty therapist, Masseur or SPA Manager.

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.