

Date of Issue/Rev: 2012-05-23 Rev – No: 0 Full Document Code: TUI C – FOM –03.10.03.05(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
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Position: FachleiterIn Sport & Gesundheit

Department: SPA & Sport

Rank: Crew

Immediate superior on board: SPA & Sport Manager

1. Responsibility

- (1) Managing the Fitness Studio professionally and efficiently; this includes all related areas, i.e. the studio and entire sauna area.
- (2) As the Wellness & Fitness Manager, applying specialist expertise and leadership skills to run his/her area professionally and effectively, including all services, offers and fitness sessions.
- (3) Managing and deploying trainers.
- (4) Inducting new employees, in line with Wellness & Fitness SOPs.
- (5) Motivating individual staff members and the team as a whole.
- (6) Using all resources responsibly and bearing in mind the goal of commercial success at all times.
- (7) Designing goal-oriented programmes.
- (8) Acting as first point of professional contact and representative for guests.
- (9) Carrying out sea rescue drills with guests.
- (10) Implementing our wellness and fitness concept based on the *Deutsche Sporthochschule* model.
- (11) Assisting with the organisation of Wellness & Fitness events.
- (12) Carrying out professional health checks, e.g. Polar fitness checks and cardioscans, under the supervision of the ship's doctor where necessary.
- (13) Planning and organising a variety of workshops.
- (14) Professionally executing all sports-related activities (personal training, fitness classes, keeping the sauna infused, etc.)
- (15) Ensuring that all sports activities are carried out in a professional manner.
- (16) Actively implementing the product philosophy relevant to the SPA area
- (17) Coordinating and developing new offers and programmes
- (18) Implementing quality assurance measures and improving quality in Wellness & Fitness, in areas such as cleanliness, hygiene, equipment and safety.
- (19) Providing advice and information, making reservations and performing sales-related tasks.
- (20) Ensuring use of checklists and compliance with safety guidelines specific to SPA & Sport.
- (21) Taking part in active cross-selling (Bike, Golf, SPA & Meer, Dietary Advice, etc.)

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- (22) Managing sales on all offers and services.
- (23) Cooperating and coordinating with other ship departments
- (24) Holding team meetings.
- (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) Continuously striving to develop and improve work procedures and standards; this includes undertaking preliminary work for manuals and guidelines.
- (28) Carrying out stocktaking duties.
- (29) Carrying out administrative tasks and reporting to head office.
- (30) Ensuring proper care and maintenance of equipment such as cardio and weight machines, as well as hand-held equipment in the fitness studio (the employee will be liable for any loss resulting from negligence)
- (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 basic training in sport and fitness
- (2) Additional training in session-based fitness techniques e.g. pilates, indoor cycling, Polar guidance and/or mental training techniques (tai chi, qi gong, yoga, etc.).
- (3) An effective communicator
- (4) Service-oriented
- (5) Good sales technique
- (6) Management experience together with an empathetic approach
- (7) IT skills (Word, Excel and Outlook), and ideally reservation systems
- (8) A sound knowledge of fitness level diagnostics is desirable
- (9) Certificate in practical sauna operation
- (10) Knowledge of German and English
- (11) Practical first aid certificate
- (12) Several years' professional experience in a relevant industry (colleges, commercial centres, hotel and catering, etc.)

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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

4. Area of responsibility

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

5. Proxy

Wellness & Fitness Trainer or SPA & Sport Manager.
At least one responsible employee must always be available to ensure activities continue to run as normal in the job holder's absence.