

ASSISTANT SPA MANAGER

ORGANIZATION:

BUSINESS AREA: HOTEL

LINE MANAGER: SPA MANAGER

JOB PURPOSE

In line with MSC Cruises policies and procedures and under the supervision of the SPA manager, the Assistant SPA Manager is responsible for helping ensure the smooth running of the SPA and Gym by supporting the SPA Manager with all aspects of the SPA operation and providing assistance to the On-board SPA Team to maximise SPA revenue and achieve the highest levels of guest satisfaction.

KEY ACCOUNTABILITIES

- Supports the SPA Manager in overseeing the SPA, Gym and facilities as well all aspects of the SPA operation;
- Ensures exceptional guest service is consistently delivered throughout the entire SPA journey;
- Manages guest feedback professionally and efficiently;
- Assists the Onboard SPA Team, supporting with coaching, development and training;
- Actively promotes SPA services, packages and the SPA facilities;
- Maintains standards and procedures for all aspects of the SPA operation;
- Completes all administrative duties in a timely manner: required reporting, inventory control, financial accounting.

QUALIFICATIONS

(skills, competencies, experience)

- Proficient speaking, reading, and writing skills in English, and with a fluent level in at least 2 of the following languages: German, Italian, French, Spanish, Portuguese, Japanese, Russian, Chinese. Any other language is considered as a plus;
- High School Graduate or equivalent;
- At least 1 years' experience as a receptionist in a SPA, Beauty Salon, Fitness Center or a 4/5* Star Hotel. Shipboard experience is an advantage;

- Keen business acumen;
- Committed to continually exceeding guest expectations;
- Strong interpersonal, organizational and problem-solving skills.
- Excellent listening, oral, and written communication skills;
- Strong PC Skills using Microsoft applications such as Word and Excel and a basic understanding of Microsoft Outlook or equivalent mail client application.

VISA REQUIREMENTS (if any)

- Possess a valid passport and when possible a seaman book copy.