

Spa Manager Job Description

Position Title: Spa Manager

Reports to: Head of Corporate Performance

JOB SUMMARY

An authentic Balinese SPA at sea

Ocean View Monaco is a Luxurious Spa Management based in Monaco. Our wellness centres combine high quality wellness services with the magic of the Orient.

As a Spa Manager, you are responsible for managing operations of the day spa to deliver an excellent client experience. A Spa Manager would also be required to achieve annual budget and drive the team to meet and exceed revenue targets. Specifically, you will be responsible for performing the tasks highlighted below to the highest standards.

DUTIES AND RESPONSIBILITIES

- Manage operations of the day Spa.
- Manage team members to ensure high motivation, provision of high quality service and ongoing development.
- Drive the team to meet and exceed agreed revenue targets through a creative approach to delivering.
- Achieve the annual budget and be accountable for maintaining and operating within financial targets as well as net movement.
- Manage customer feedback effectively to ensure continuous service and programme improvement.
- Instil brand values and standards to maintain quality on a daily basis.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Manage, train and develop the team.
- Maintain awareness of security related to cash, stock and equipment and ensure all department procedures are followed.
- Represent Ocean View Monaco culture and brand etiquette.
- Flexible and willing to perform other tasks as assigned.

PERSON SPECIFICATION

A Spa Manager serving OceanViewMonaco are always working on behalf of our clients and working with other Team Members. To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow;

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Guest Relations

- Thank guests with genuine appreciation and provide a fond farewell.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Engage guests in conversation regarding their stay, ship services, and area attractions/offers.
- Actively listen and respond positively to guest questions, concerns, and requests to resolve issues, delight, and build trust.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Address guests' service needs in a professional, positive, and timely manner.
- Assist other employees to ensure proper coverage and prompt guest service.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines.

Communication

- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Talk with and listen to other employees to effectively exchange information.
- Provide assistance to coworkers, ensuring they understand their tasks.
- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.

Qualifications

- High school diploma/G.E.D. equivalent.
- Spa Management qualification desirable but not essential.

Experience

- At least 1 year of related work experience

BENEFITS

We offer competitive salaries and an attractive benefits package, which includes:

- Generous Incentive scheme based on selling Spa services and Retail .
- Three meals a day included.
- Insurance.
- Accommodation.
- Continued training and development opportunities.
- Airline and land transfer to and from the assigned Ship.