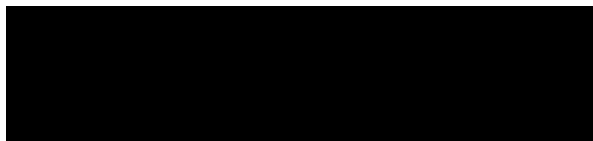


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Position: SPA & Sport Manager

Department: SPA & Sport
Rank: Officer
Immediate superior on board: General 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 SPA Manager, applying specialist expertise and leadership skills to ensure that the spa facilities are run professionally and effectively.
- (3) Managing staff in the SPA & Sport area.
- (4) Inducting new employees in line with the SOPs and SAPs for SPA & Sport in cooperation with the Fachleitung SPA & Meer and Fachleitung Sport & Gesundheit.
- (5) Responsibility for the observance of the board order.
- (6) Motivating individual staff members and the team as a whole.
- (7) Carrying out team meetings.
- (8) 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.
- (9) Staff training, supporting and evaluation.
- (10) Carrying out administrative tasks, reporting to the SPA & Sport head office.
- (11) Implementation of the product philosophy in the SPA area.
- (12) Active cross selling (“Sport & Gesundheit“, bike, golf, etc.)
- (13) Introduction in all areas and the individual offers in the SPA & Sport area.
- (14) Implementing our fitness and training concept based on the Deutsche Sporthochschule model.
- (15) Designing goal-oriented spa treatments and special treatments.
- (16) Cooperation with other departments of the ship.
- (17) Acting as first point of professional contact and representative for guests.
- (18) Responsible for high quality of advisory, reservations and sales presentations.
- (19) Using all resources responsibly and bearing in mind the goal of commercial success at all times.
- (20) Planning and organizing various promotional events, such as SPA evenings, etc.
- (21) Assisting with the organization of SPA & Meer events.
- (22) Checking that the SPA & Meer area is safe, hygienic and clean.
- (23) Implementing quality assurance measures and improving quality in the SPA & Meer, in areas such as cleanliness, hygiene, equipment and safety.
- (24) Economic planning of the products, control of beauty, massages and sport area.
- (25) Ensuring that staff members give treatments in a professional manner.
- (26) Contact person for passengers in case of problems/complaining.

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- (27) Optimization and further developing of operation procedures and standards, also working on manuals and directives.
- (28) Adhering to all SOP's.
- (29) Product orders in agreement with head of head office.
- (30) Undertaking stock keeping duties and economic controls.
- (31) Responsibility for inventory and inventory consisted.
- (32) Ensuring proper care and maintenance of all equipment, e.g. beauty equipment, treatment couches, etc. (jobholder is liable for negligence).
- (33) Support with Check-in at embarkation day.
- (34) Carrying out sea rescue drills with guests.
- (35) 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.
- (36) Reporting and dealing with relevant incidents, such as safety issues and breaches, damage, repairs, etc.
- (37) 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 Fachleitung, reception, beauty/massage
- (2) Knowledge and experience of working with a variety of high-quality beauty products. Additional trainings are desirable
- (3) Management experience together with an empathetic approach
- (4) Competence in communication
- (5) Service oriented
- (6) Sales skills
- (7) Strategic thinking and economic acting
- (8) Several years' professional experience in the relevant industry
- (9) IT skills (Word, Excel and Outlook), and ideally reservation systems
- (10) Knowledge of German and English
- (11) Practical first aid certificate

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3. Personal requirements

- (1) At least 25 years of age
- (2) Good organizational skills
- (3) Service and customer oriented
- (4) Strong sales and communication skills
- (5) Able to motivate others
- (6) A positive attitude
- (7) Professional demeanor 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 and entitled to make decisions for all working and service processes in the SPA & Sport area in agreement with the General Manager and the head of the head office.

5. Proxy

Asst. Manager SPA & Sport

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.