



brookstreet
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Au Naturel Wellness and Medical Spa Spa Manager

Job Description:

The Spa Manager reports to the Director of Operations. He/she is responsible for ensuring the operation of the Hotel's upscale Spa in an attentive, friendly, efficient and courteous manner, providing all guests with a unique experience, quality service, while maximizing revenue, profit and developing partners.

Required experience:

A minimum of 4 years of progressive spa management experience in a luxury resort hotel or a related industry is required. The position requires a high level of professionalism, strong interpersonal skills, the ability to lead a team and strong business acumen with a solid understanding of revenue management.

Must be able to handle difficult situations with tact and diplomacy and be able to cooperate with other departments to foster and promote a harmonious working climate to maximize productivity and efficiency.

The successful candidate must possess strong oral and written communication as well as outstanding organizational skills. Must be proficient in Windows O/S, Microsoft office applications and Spa Biz.

Your opportunities to shine are endless as you take ownership for the following responsibilities:

- ❖ Contributing to the overall success of the Spa through your strong business acumen, your passion for service excellence and your commitment to creating an exceptional guest and employee experience.
- ❖ Managing the entire Spa experience from booking to treatment execution. This includes everything from product selection and ordering, treatment design to service recovery and problem solving.
- ❖ Pro-actively directing and initiating marketing and promotional initiatives.
- ❖ Building an energized team of service oriented professionals by hiring, training, coaching and motivating the best employees in the business.
- ❖ Leading and motivating Spa Partners to ensure all guests receive second-to-none service and personal recognition.

- ❖ Exercising your financial skill through the development of the Departmental long-range forecast, the annual budget and the preparation of monthly forecasts and period end departmental reports.
- ❖ Conducting regular Departmental communication forums and participating in various leadership meetings where your expertise can contribute to the hotel's success.
- ❖ Conducting daily inspections of the Spa and ensuring the consistent adherence to the hotel quality standards and policies as well as Health regulations.
- ❖ Participating in the Hotel Manager on Duty roster program.