

SPA MANAGER – JOB DESCRIPTION

The Spa Manager is responsible for the daily operation of the spa, developing vendor relations, overseeing and motivating spa sales, implement strategies to achieve performance targets, ensure guests are receiving 5 star treatment while at the spa, train and mentor the staff.

Liaises with: Massage therapists, nutritionists, skin therapists, among other specialists

Key responsibilities:

Prepare, implement and update business & marketing Plan

Manage the financial budget, control costs and prepare expenses reports for the Spa director

Ensure the Spa operating procedures and polices are implemented and updated as required

Supervise daily spa operations and liaise with other staff members to ensure cleanliness, maintenance and service standards are upheld

Co-ordinate spa promotions and other marketing activities to maximize Spa position in the market

Assist in the development and updating of the spa brochure

Manage client feedback

Check inventory of health products

Train employees

Handle employee schedules

Purchase necessary materials

Minimum Educational Qualifications Required:

- Beauty/Spa Therapy qualification
- Business Administration qualification also an advantage

Proven Business Skills Required:

- Operations Management
- Financial / Accounting analysis & reporting

- Human resource management Negotiation
- Retail Management
- Industry Analysis
- Customer Service
- Public Relations & Marketing

Technical Skills:

- Computer Literate (mid-advanced level)
- Business writing

Personality Traits:

- Leadership
- Articulate, verbal and written communication
- Self Motivated
- Enthusiastic
- Sales orientated Results Orientated
- Professional Presentation
- Interpersonal Skills