



Spa Manager Job Description

Job Title: Spa Manager
Department: Spa Veda
Responsible To: Westport Coast General Manager / Hotel Management

Main Purpose of Job To manage and control all development and operational aspects of the Spa business, and to ensure revenues and all round targets are achieved. Overall management, business development and growth of the Spa Treatments Department, its staff and offering day to day management of all Spa staff. Day to day management of the Spa treatment bookings, software, and communication from reception to Therapists. Consistency in standards and performing on-going training with all staff to include: Treatment delivery, Sales and Standards, General Standards, Motivation, Professionalism, Customer care, Attitude, Etiquette and Appearance.

Responsibilities & Main Duties

- To lead, develop, build and maximise revenue and profit in the Spa Treatments sector, by way of maximising treatments, packages and retail sales.
- To proactively drive and sell treatment space, leading the ideas for specific out-reach to ensure pro-active sales.
- To lead the managing of, handling and understanding of the spa treatments booking system and software systems in general.
- To actively out-reach to current and future arriving hotel guests to up-sell their stay to include treatments
- Create and develop strategic growth plans for your department to include active marketing strategies specifically to maximise treatment and retail sales, to include data base letters for regular mail shots and joint design of promotional material etc.
- To lead and continually re-assess/train the spa therapists to ensure the highest level of delivery, knowledge and experience at all times.
- To organise all relevant external and internal training as and when required.
- Interview and appraisal of Spa therapist personnel.
- Staff rotas/schedules.
- To produce revenue result and business development reports for weekly presentation and meeting to the Spa Manager/hotel management/MD/owners as applicable.

- To be a responsible, reliable member of the Management team.
- To support and instigate all-round business growth and increase profitability in all areas.
- To instigate any new systems, policies and procedures you feel necessary to ensure continued and further growth and success of the business
- To ensure that all areas of the Spa and its properties are cared for and kept in excellent condition at all times.
- To be instrumental in ensuring the linking of the HOTEL and Spa businesses as one.
- To fulfil all management duties and support the Spa Manager with any duties required by the business and its departments.
- To be a flexible and adaptable member of the Senior Management team, working together with the Spa Manager as a team player to achieve the aims and profile required for the business.
- Required to have the utmost level of attention to detail at all times, as well as excellent organisational and time management skills.
- Responsible when on duty, for the security of your departments/the spa, it's staff, guests, monies and equipment.
- To be continually aware of your management status and to utilise it fully at all times, in your own departments and others if necessary.
- To ensure that the very highest standards are adhered to at all times in all your areas, by thorough training and direction with your staff and daily site inspections.
- To lead, motivate and coach staff within your departments including on job training, staff inductions and staff appraisals.
- To aspire to the philosophies of Irelands Best and Optimal Best Practice and to give full commitment to its ongoing success.

Customer Care

“We will offer our guests a great Hotel experience with genuine friendly service”.

1. To ensure the highest standards of service and customer care are offered at all times.
2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. To continually strive for service improvements within your department.
4. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
5. To handle concerns & complaints from customers in a professional and tactful manner.
6. To provide hands on delivery of advice & knowledge to customers.