

## Spa Manager (m/f)



### What exactly does my mission involve?

- Manage, lead and develop the different teams working in the SPA
- Ensure guest satisfaction
- Work in the respect of the financial, human resources, and quality goals
- Promote the hotel's offers and help to reach the department's quantitative targets through sales efforts
- Ensure sales and marketing actions for the SPA

Apply on line for the SPA Manager (M/F) positions

### This profession exists...

in Thalassa sea & spa institutes and upscale hotels with spa



**Testimony of Valentina Usai, Spa Manager at Pullman Timi Ama Sardegna (Italy)**

*"In 2008, I began my experience in Accor as SPA receptionist, a new never ending challenge for me. In 2009, thanks to my passion, commitment and professionalism in my job, I started to follow the management of the SPA reception and I became SPA Manager Assistant. In 2010 I had the opportunity to become SPA Manager at the Thalasso Institute of Pullman Timi Ama Sardegna, a demanding job yet rewarding. My goal: giving to our customers a wellness experience that their body never forgets."*

Excellent team management skills  
Inquisitive mind, sense of initiative  
Good listening and communication skills  
Work well under pressure  
Good analytical skills and ability to anticipate  
At ease with people

#### **Customer relations**

Be focussed on providing customer satisfaction at all times  
Track and analyse customers' comments and ensure the follow-up of corrective actions  
Be in direct contact with customers from the hotel or outside

#### **Professional technique / Production**

Ensure that treatment protocols are duly applied  
Ensure effective communication at every level of the SPA  
Be in charge of the organisation in the department, particularly matching staff resources to the level of activity  
Carry out operational checks and ensure procedures are duly respected

#### **Team management**

Recruit employees and ensure everyone feels committed to working at the Institute  
Carry out annual appraisals for employees, set their targets and provide support for their career development.  
Ensure that social regulations are applied in the department  
Act as the intermediary between Management and different staff members

#### **Management and Administration**

Make all the decisions required to meet the financial targets, set in accordance with the quality targets, the human resources policy and the product strategy  
Follow the recommendations made by the support staff in line with the product standards defined by the latter.  
Improve the management of cubicles and treatments (Yield Management).  
Manage relationship with suppliers  
Monitor financial and attendance statistics

Management school  
Previous experience of 5 in the service sector  
Fluent in the national language and in English  
Good computer skills

Site General Manager  
Other thalassotherapy or SPA establishment  
International mobility