

THE
FIFE ARMS

BRAEMAR

JOB DESCRIPTION

SPA MANAGER

HIGHLANDS HOSPITALITY LTD
DURSLADE FARM, DROPPING LANE, BRUTON, SOMERSET BA10 0NL

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Role Title – How I will be known Spa Manager

Key Relationships – Who I will engage with

- I will report directly to the General Manager (GM).
- I will report indirectly to the Deputy General Manager (DGM)
- I will be responsible for leading and managing the Spa & Gym Team.
- I will engage with Reception, Reservations and Sales & Marketing teams.
- I will work cohesively with the management team to achieve our shared goals.

Purpose– What I will achieve

I will play a key role in achieving the Company's goal to create the best hotel in Scotland by offering our guests unique and exceptional experiences. I will do this by exceeding our guest expectations in every aspect of their stay so that they leave us feeling enriched and engaged and hungry to participate in our ethos.

Outcomes – What success will look like for my role

1. The Spa & Gym Team exceeds performance targets.
2. Our guest experience is consistently exceeding their expectations.
3. The financial targets for the Hotel and the Division are achieved.
4. The Fife Arms achieves national and international recognition.

Key Tasks - How I will achieve the outcomes

General

I will take responsibility for the following within the Spa:

1. Attract, recruit and retain an outstanding team of therapists and gym attendant,
2. Create a proactive and dynamic approach to securing bookings and upselling,
3. Develop a strategy in partnership with the sales & marketing to maximise opportunities,
4. Ensure effective and efficient management of all day to day activities including reporting,
5. Work closely with Reception and Reservations to ensure bookings and opportunities are effectively managed.

Pre-Opening

- Lead and manage the attraction, recruitment and training of the Spa Team,
- Lead the development and compilation of Spa Operating Standards & Procedures.
- Lead the development and compilation of Gym Operating Standards & Procedures.
- Support development and implementation of all IT tools.
- Develop and implement Spa readiness plan for opening on time.
- Support Head of Departments Team in their activity.

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Open for Business

- Oversee all Spa and Gym activity to ensure excellent guest service.
- Act as Duty Manager in accordance with Duty Management Rota.
- Ensure the effective application of Health and Safety Hotel Policy in particular in regards to the environment and equipment in the Spa.
- Lead by example, active coaching and mentoring of peers and colleagues.
- Take responsibility for the Spa Budget in particular maximising opportunities for upselling,
- and Management policies and practices, and in general support the General Manager to achieve the Hotel financial target.

SUMMARY OF SKILLS AND ATTRIBUTES - A TO Z - WHAT WE LOOK FOR IN YOU

General – Every Team Member

Communication Skills
Contributing to the Community
Coping Under Pressure
Enthusiastic
Interpersonal Skills
Natural flare for hospitality
Organisation Skills
Ownership and proactivity for learning and development
Personable
Positive Mental Attitude
Problem Solving
Team Player
Willingness to learn

Specific – To the Role

Ability to train others
Financial Management
Gym/Leisure Management
IT Skills
Leadership
Management Skills
Sales & Marketing
Spa Therapist and Manager
Troubleshooting
Understanding of Beauty Treatments
Technical understanding of operating Sauna & Steam Room.

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