

THE  
FIFE ARMS

BRAEMAR

**JOB DESCRIPTION**

**SPA SUPERVISOR**

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

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**Role Title – How I will be known** Spa Supervisor

**Key Relationships – Who I will engage with**

- I will report directly to the Deputy General Manager (DGM).
- I will report indirectly to the General Manager (GM)
- I will be responsible for the supervision of the Spa Therapist Team.
- I will engage with the Spa Consultant.
- 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 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. Support the attraction, recruitment and retention of an outstanding team of therapists;
2. Support and contribute to regular training of Spa Therapists in conjunction with Spa Consultant;
3. Deliver the Spa Marketing & Sales strategy supported by the Spa Consultant;
4. Promote a proactive and dynamic approach to securing bookings and upselling;
5. Deliver outstanding therapy treatments;
6. Ensure effective and efficient management of all day to day activities including reporting;
7. Work closely with Reception and Reservations to ensure bookings and opportunities are effectively managed.

**Pre-Opening**

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

**Open for Business**

- Oversee all Spa activity to ensure excellent guest service.

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- Deliver treatments for guests.
- 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,
- Comply with Hotel 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 Supervision  
IT Skills  
Leadership  
Sales & Marketing  
Spa Therapist  
Supervisory Skills  
Troubleshooting  
Understanding of Beauty Treatments  
Technical understanding of operating Sauna.

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