

## Spa Manager

### Role Summary

Reporting to the Director of Room Operations, this position is responsible for overseeing and supervising all areas of the spa including its programs, services, hours of operation, facilities and staff. This leader has proven excellence in service delivery and will effectively lead Spa Rosseau. This role is responsible for achieving a seamless guest experience by maintaining company service standards and maximizing the financial performance of the department.

### Accountabilities

- Manages the day-to-day operations of the spa; coordinating the delivery of spa services including massage, skin care, salon, reservations, reception desk and locker room areas
- Maintains retail strategy, selecting vendors for spa retail operations and managing contract agreements
- Oversees retail product research, product selection and purchasing, product display
- Manages supply inventories and purchasing control, including uniforms
- Ensures the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment
- Maintains cleanliness of spa and related areas
- Identifies and recommends new products and product enhancements to remain competitive in the market
- Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations
- Develops and manages spa promotions including gifting programs, gift with purchase, marketing efforts and holiday events
- Manages areas of operation to budget by reviewing operating statements, budget worksheets and payroll progress reports
- Accountable for tracking spa statistics
- Assist event management team with group related spa requests
- Keep all resort websites updated with current menu and spa promotions
- Oversee production of resort spa communications collateral including brochures, ad hoc posters and hand-outs and ensures promotion throughout the hotel
- Train, coach and develop a successful and enthusiastic team of front of house associates, engaging in performance management and positive coaching and counseling as needed
- Address guest concerns, requests, or issues either individually including follow up from guest satisfaction survey comments
- Collaborate with leader to develop and carry-out ideas and procedures to continuously improve department performance and GSS scores

- Responsible for spa compliance with the quality audit components and create action plans for the department for guest satisfaction improvement
- Supervises staffing levels to ensure that guest service, operations needs and financial objectives are met
- Sets a positive example for guest relations and interacts with guests to obtain feedback on product quality and service levels and handles guest problems and complaints quickly and efficiently
- Responsible for coordinating retail inventories, ordering and spa incentive programs
- Serve as an individual contributor and department role model by performing technical or functional job duties such as covering desk, checking guest into the facilities, opening and closing duties, cleaning of various spa areas
- Ensure that department goals are communicated, understood, and met by associates
- Prepare work schedules and payroll, reconciling of gratuities of associates ensuring accuracy, adjustments and distribution
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

## **Requirements**

- Degree or diploma in business administration, hotel and restaurant management or related major
- 3 years of leadership experience in hotel operations or spa leading through motivation, coaching and development
- Minimum 4 years' experience in a spa environment
- Knowledge of spa and salon products and services

## **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 30 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting, and pulling
- Move over sloping, uneven or slippery surfaces

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.