

endota

endota Spa Manager Job Description

Date: 2022

Position: Spa Manager

Reporting to: Area Manager & National Manager

KEY TASKS	EXPECTED RESULTS	MEASUREMENT
LEADERSHIP		
To lead, motivate and mentor staff through individual goal setting, coaching and review To encourage, reward and recognize the achievements of each team member, and discipline as necessary. To be fully conversant of the performance of the business at any stage Ensure IO Steps to success for Manager and Therapist are always complied with	Staff being developed to full potential, through analysis of their strengths and weaknesses, overcoming obstructions to achieving, and working to their full potential. Setting/reviewing daily targets, performing weekly one-on-ones with team. Ensure staff complete daily planner and review each day. A harmonious team environment, where each person feels valued. The opportunity to improve performance during the month.	Success against KPIs of the team. The increased performance of each staff member. Achievement of monthly target. Staff feedback and 360 degree performance reviews. Achievement of monthly target.
PROFESSIONLISM		
To be a confident and professional role model	To always communicate the company policies and procedures in a positive light to guests and staff.	Feedback from guests and staff.
THERAPY		
To conduct all manner of Spa treatments on as needs basis and as agreed with the NSM	Follow procedures as per manual and be an example to other staff on treatments, retail and rebooking's.	Good guest reviews and respect from staff
BUSINESS BUILDING		
To oversee, drive and implement a strategy to develop new business for the Spa (subject to approval). To be proactive in retaining and rebooking guests.	Ensure all guests have a world class experience, and that the rebook line is used at all times All staff are active in promoting special offers to guests, cross-selling and upselling. To regularly be proactive in communicating with guests that	Achievement of monthly target and strong business growth. Staff achieving their rebook targets.

To be proactive in achieving the maximum revenue per client.	your team have not seen via the telephone.	
SYSTEMS		
To ensure that systems are in place to provide clean, tidy, well-stocked, clutter-free environment Follow all protocols in the procedures manual	Tasks are clearly defined for each staff member and completed as required All admin to be up to date and correctly submitted in accordance to deadlines	Spa is well present and inviting at all times All paperwork received by head office is correct and submitted on time
CLIENT RELATIONS		
To maintain excellent relationships with all guests	All guests enjoy coming to endota spa.	Positive feedback from guests, both formal and informal
RECRUITMENT & TRAINING		
To be actively involved in the recruitment process. To be actively involved in training and developing staff.	The right selection of staff is made. Take All staff through the induction process. Ensure ongoing training through the 3 month trial period and alert NSM to any concerns. Ensure all staff are well trained with all aspects of the procedures manual and have excellent product knowledge.	A harmonious team of highly performing staff members and strong staff retention Send induction manual back to head office at the end of new staff 3 month trial period. Good reviews and spot questions regarding product knowledge.
ONGOING EDUCATION		
Take responsibility for continuously improving your knowledge and understanding and that of your team	Show a positive attitude to education, and a willingness to upskill	Attend courses agreed on. When required, prepare presentations to convey course information to other team members