

# THAI SPA MANAGER



## ROLE:

As The Thai Spa Manager, you will be responsible for the day to day sales, operation and quality standards within The Thai Spa at Lough Erne Resort. You will ensure the team deliver the highest levels of customer service and experience to all residents and guests, whilst maximising sales across the department.

## DUTIES:

You will take responsibility for all operational aspects of the spa including the gym, the treatment rooms, therapists and the wet areas. Other duties will include quality, rota management, team management and development, maintenance, health and safety, customer service including serving light refreshments, conducting treatments as required.

You will also be responsible for the service level performance of the Thai Spa to ensure that finance and control procedures are implemented. You will lead a team responsible for the highest achievements in customer service and guest interaction.

## EXPERIENCE:

### Essential:

- A strong financial and sales focus with the ability to meet targets.
- Good written and verbal command in the English language and have a thorough knowledge of the hospitality/ spa industry.
- Good standards of computer literacy in Microsoft Word, Excel, PowerPoint and Excel
- 5-star management experience of running a health club or spa
- Previous experience of delivering excellent customer service
- Ability to lead and motivate team members
- Well organised with attention to detail
- A detailed understanding of health and safety requirements of a pools, stream rooms and saunas.
- Ability to handle multiple tasks at one time often switching from one to another without loss of efficiency or composure
- Must be detail oriented and organised
- Excellent customer service, communication, and interpersonal skills required

### Desirable:

- Pool Plant trained
- First Aid and/or RLSS Emergency Responder qualified
- NVQ Level 3 Spa / beauty therapy
- Min 2 years' industry experience

## **INTERESTED IN APPLYING?**

Please email your contact details and CV to: [hr@loughernereresort.com](mailto:hr@loughernereresort.com)