

Spa & Fitness Club Manager at The Nines Hotel – Ayia Napa

Are you ready to **take your career to The Nines?**

The Nines, a new five-star hotel, will very soon open its doors at the vibrant and cosmopolitan Ayia Napa. With the casual luxury approach, we aim to offer all our guests an exceptional and memorable experience in a relaxed but indulgent atmosphere.

Do you have experience in Spa management? Are you a passionate, results-driven, and guest-oriented professional? Do you have a dynamic personality and willingness to go beyond what is expected to create an outstanding experience for the Spa and Fitness club guests? Then perhaps this job opportunity is for you!

We are currently looking to recruit an experienced Spa and Fitness Club Manager who will be reporting to the Head of Operations. More specifically, the Spa Manager will be responsible for ensuring that all Spa and Fitness Club guests will enjoy an exceptional and qualitative experience at every visit as well as creating and maintaining a highly productive, engaged, and satisfied team.

Main responsibilities:

- Develop policies, procedures and plans to ensure the effective and cost-efficient operation of the Spa and Fitness Club and monitor their effective implementation through key performance indicators
- Develop the departmental budgets and ensure that the Spa and Fitness club operate within the approved budgets
- Prepare reports related to the Spa and Fitness club activities and when needed suggest amendments to increase profitability
- Work closely with the Finance department to ensure sufficient suppliers
- Develop and update, when necessary, the spa treatment menu
- Develop, implement and monitor the up-selling and cost-efficient strategies to maximise spa and fitness revenues
- Work closely with the Sales & Marketing department for the marketing and promotional activities related to the Spa and Fitness Club
- Ensure for the good reputation of the Spa and Fitness club and when necessary, take initiatives for improvements
- Coordinate the daily operation of the Spa and Fitness club including sufficient number of employees, cleanliness and tidiness of the facilities as per the hotel's guidelines and health, safety, hygiene and quality standards
- Have a proactive approach to anticipate guests' needs, improve guests' satisfaction levels, and when necessary, introduce new initiatives and programs to improve the satisfaction levels
- Ensure that the guests' complaints are handled properly and on time and make the necessary actions to reverse an unpleasant experience
- Ensure that the facilities and equipment are maintained properly at all times
- Ensure that the Spa and Fitness Club is in line with the health and safety regulations
- Create and maintain a friendly, inclusive, and supportive working environment
- Manage, inspire, mentor, and develop the Spa and Fitness club team
- Provide constructive feedback to employees to enable them to achieve their full potential
- Prepare employees' rosters as per the hotel's and spa bookings
- When needed, perform the Spa Therapist's responsibilities

The ideal professional shall have the following qualifications, experiences and skills:

- Diploma or University degree in Aesthetics, Massage therapy or in any other related field
- Minimum 3 years working experience in a similar role
- Excellent knowledge of health and safety requirements and any other legal requirements related to the operation of the Spa and Fitness club
- Excellent knowledge of Greek & English languages
- Computer Literate
- Excellent management skills with hands-on approach
- Strong decision making & problem-solving capabilities
- Ability to create trustworthy relationships
- Guest-oriented mindset
- Attention to detail
- Pleasant and integer personality
- Flexibility and adaptability
- Self-motivation

What we offer:

- Competitive remuneration package
- Continuous learning opportunities
- Be the first to know the hotel's new career opportunities
- Complimentary meals and beverages
- Discounts on restaurants, bars, spa and much more.

If you are intrigued by the idea of joining the newly established team of The Nines hotel, we will be happy to receive your CV at hr@thenineshotel.eu. The job vacancy will be open until the **10th of November 2023**.

All applications will be treated confidentially and all applicants' personal details will be kept in our database for a period of 1 year for current and future job vacancies.

For further information about the job vacancy, you may contact us at +357 23 725 111.