

# United Arab Emirates Jobs Expertini®

## Director of Spa and Club

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Company: Marriott International

Location: Dubai

Category: other-general

### Supporting Management of Spa Operations and Budgets

Assumes the responsibilities of the Spa Director in his/her absence. Ensures all employees have the proper supplies, equipment, and uniforms. Comprehends budgets, operating statements, and payroll progress reports as needed to assist in the financial management of the department. Manages supplies and equipment inventories within budget. Maintains cleanliness of spa and related areas and equipment. Understands the impact of the department's operations on the overall property financial goals and objectives and managing to achieve or exceed budgeted goals.

### Ensuring and Delivering Exceptional Customer Service

Sets a positive example for guest relations. Interacts with guests to obtain feedback on product quality and service levels. Handles guest problems and complaints. Empowers employees to provide excellent customer service. Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement. Strives to improve service performance.

### Conducting Human Resources Activities

Solicits employee feedback, utilizing an "open door" policy and reviewing employee satisfaction results to identify and address employee problems or concerns. Ensures employees understand expectations and parameters. Brings issues to the attention of the department manager and Human Resources as necessary. Observes service behaviors of employees and provides feedback to individuals. Participates in employee progressive

discipline procedures. Participates in an on-going employee recognition program. Reviews comment cards and guest satisfaction results with employees. Supports a Spa orientation program for employees to receive the appropriate new hire training to successfully perform their job. Supervises on-going training initiatives and conducts training when appropriate. Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team. Celebrates successes and publicly recognizes the contributions of team members. Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process. Assists the Spa Director in managing the day-to-day operations of the spa as necessary.

#J-18808-Ljbffr

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