

United Arab Emirates Jobs Expertini®

Manager - Spa - Jumeirah Marsa Al Arab

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Company: Dubai Holding

Location: jumeira

Category: other-general

Jumeirah Group, a member of Dubai Holding, has been making a distinguished impact on the global hospitality market for more than two decades with its Stay Different brand promise. Its award-winning destinations, such as the iconic Burj Al Arab Jumeirah, position service beyond expectations, elevated signature dining destinations and surprising architecture and design at the heart of every guest experience. Today, Jumeirah operates a world-class portfolio of 26 properties across the Middle East, Europe and Asia and employs over 9,000 colleagues, representing over 120 nationalities. As Jumeirah continues to expand its global portfolio and scales up its operations to the next level of growth, it remains fully committed to developing and empowering our colleagues to excel in world class environments. Jumeirah is committed to embedding equality, diversity, and inclusion in all its practices, embracing a culture that celebrates diversity.

Jumeirah Group's newest resort Jumeirah Marsa Al Arab will lead a new generation of Group's ultra-luxury portfolio. Nestled at the tip of a peninsula at the heart of Dubai's largest private beach, with design influences of a futuristic superyacht, Jumeirah Marsa Al Arab will feature 303 rooms, 84 suites, and 82 serviced residences set amid private landscaped gardens. It encompasses specially integrated wellness and leisure destinations and an impressive line-up of signature restaurants, including a new concept comprising 4 restaurants in 1. With all rooms offering a panoramic vista over the Arabian Sea, this statement property will mark a new epoch for Jumeirah Group.

About the Job:

An opportunity has arisen for a Manager to join the Spa team at Jumeirah Marsa Al Arab. The

main duties and responsibilities of this role:

Manage the daily operation of the Spa, reviewing and ensuring that all facilities operate according to standards, the employment shifts are arranged according to the operations needs and workload of the SBU, administration of guest (e.g., bookings, payments, data base update) is performed accurately.

Ensure the guest experience is relaxing and in accordance with Jumeirah elevated luxury experience. Oversee spa department follows safety and always maintain confidentiality for all guests and colleagues.

Be the single point of contact for Dignitaries, VIP and VVIP guests and co-ordinate their Spa experience.

Handles Spa and Fitness guests and members interaction with the highest level of hospitality and professionalism, accommodating special requests whenever possible; meticulously respect guests needs for privacy, takes ownership of guests concerns and requests and acts decisively to ensure guest satisfaction when glitches occur.

Contribute to strategy associated with Spa, Fitness, and memberships product enhancement.

Develop and maintain adequate professional product program and retail product program.

Actively promotes membership sales. Upsell the spa and wellness programs.

Ability to implement and monitor up-selling strategies to maximize spa and health club operational revenue.

Ensure compliance with all legislation governing the operation of a Spa facility.

Hold regular departmental meetings thus ensuring all Colleagues within the department are up to date with policies, procedures, standard protocols, and any other updates that needs to be cascaded down from Director – Spa, Human Resources, or higher management.

Control the goods, inventory, storage, and all other materials/assets of the department.

Ensure proper inventories of all operating Spa equipment are conducted in line with audit standards to effectively manage operational costs.

In coordination with the leaders of the department ensures to keep all information material, operating manuals, task lists and training material up to date.

Promptly liaise with maintenance to resolve any facilities or equipment issues.

Manage the staff schedule and complete payroll records in accordance with budgeted guidelines with the guidance of the Spa Director. Responsible for keeping spa colleague's

files updated.

Manages people development within own department through training and coaching. Conduct random audits to find gaps and mentor and guide Supervisors Colleagues via open communication.

Responsible for supervising and /or submitting and tracking all spa, retail, and fitness purchase orders. Verifying that the receiving process is managed accordingly to ensure that all expenses fall in their respective expense line, within the right month as per budget.

Responsible for updating staff room information board.

About you:

The ideal candidate for this position will have the following experience and qualifications:

Strong communication and interpersonal skills.

Strong customer service orientation.

Emotional intelligence to build trustworthy quality relationships.

Minimum of 2-3 years of Spa management work experience preferably within luxury hospitality or luxury customer service.

Solid knowledge of Spa Operations including systems.

Experience working with cutting edge technology within the wellness industry.

Experience in customer service, cost control, labor controls, and merchandising. Experience managing multicultural teams.

Experience with cost control methods to increase profits.

About the Benefits:

We offer an attractive tax-free salary, paid in Dirhams (AED), the local currency of the UAE. In addition, we offer generous F&B benefits, reduced hotel rates across our properties globally, excellent leave and health care package including dental coverage, flights home, life insurance, incentive programs, and other employee benefits making the role attractive to high performers and any applicant looking for a career with one of the most luxurious brands in the hospitality industry.

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