

Saloon Supervisor

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Company: Befit Sports Club

Location: Dubai

Category: other-general

FEMALE CANDIDTES ONLY APPLY (FEMALE ONLY SALOON)Job Summary: The saloon Supervisor is responsible for overseeing the daytoday operations of a highend salon ensuring exceptional customer service maintaining salon standards and managing a team of salon staff. They will strive to create a luxurious and welcoming the environment while maximizing profitability and meeting business objectives.Responsibilities:1.Team Management:Recruit train supervise and motivate salon staff including hairdressers nail technicians and support personnel.Schedule staff shifts and manage work schedules to ensure adequate coverage and optimal performance.Provide ongoing coaching feedback and performance evaluations to team members to enhance their skills and productivity.Address employee concerns conflicts and disciplinary issues promptly and in accordance with company policies.2.Customer Service Excellence:Ensure that all clients receive exceptional service and personalized attention to meet their individual needs and preferences.Handle customer inquiries complaints and feedback effectively and professionally striving to resolve issues to the satisfaction of the customer and the salon.Maintain a welcoming and luxurious atmosphere in the salon including cleanliness ambiance and decor.3.Salon Operations:Oversee daily salon operations including opening and closing procedures cash handling inventory management and equipment maintenance.Monitor and manage salon expenses budgets and revenue targets working to achieve profitability goals while maintaining highquality services.Implement and enforce salon policies and procedures including health and safety regulations and industry standards.4.Sales and Marketing:Promote salon services packages and retail products to maximize sales and

revenue. Maintain client databases and utilize customer relationship management (CRM) systems to track client preferences purchase history and feedback.

5. Professional Development: Stay updated on industry trends techniques and product knowledge to ensure the salon offers cutting edge services and products. Foster a culture of continuous learning and development among salon staff encouraging them to pursue professional certifications and education opportunities.

Top of Form Requirements: Proven experience 34 years in a supervisory or management role within a luxury salon or spa environment. Strong leadership skills with the ability to inspire motivate and mentor a diverse team of salon professionals. Excellent interpersonal and communication skills with a customer focused approach and the ability to build rapport with clients and staff. Solid understanding of salon operations including scheduling inventory management financial analysis and sales strategies. Proficiency in salon software and computer systems for scheduling billing and client management. Knowledge of luxury beauty products treatments and industry trends. High standards of professionalism integrity and attention to detail. Flexibility to work evenings weekends and holidays as required.

Education: Bachelors degree in Hospitality Management Business Administration Cosmetology or related field preferred. Certification in salon management or relevant professional qualifications is an advantage.

Benefits: Competitive Salary: Competitive salary package commensurate with qualifications and experience. F&B Discount: 50% discount at the gyms caf. The DOSE for all food and beverages items produced in house. Provided Uniform: Provided uniform for work ensuring a professional and consistent appearance. UAE Employment benefits: UAE Limited Labor Visa for 2 years (with the option to extend). Medical insurance coverage 30 days of annual leave. Yearly flight tickets to home country. Employee Recognition & Rewards: Recognition programs in place to acknowledge and reward exceptional performance and achievements.

Proven experience as a Process Quality Manager or a similar role. Degree or relevant certification. Strong knowledge of Experience with quality assurance management, data analysis skills. Excellent organizational and multitasking skills. Ability to work in a fast-paced environment and handle pressure effectively. Strong communication and teamwork skills.

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