

SPA Director

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Company: Mandarin Oriental Hotel

Location: Riyadh

Category: other-general

SPA Director

Apply now **Position**SPA Director (Full time #537163)

Property / Office:Al Faisaliah Hotel, Riyadh

LocationRiyadh, Saudi Arabia

Responsibilities:

Oversee day-to-day spa operations, including managerial duties, customer service, and vendor relations.

Manage and mentor the spa team, ensuring they provide top-notch service and adhere to Mandarin Oriental standards.

Develop and implement effective spa marketing and promotional strategies to increase revenue and clientele.

Monitor and manage the spa's financial performance, including budgeting and financial reporting.

Maintain a safe and hygienic spa environment, ensuring all health and safety regulations are followed.

Collaborate with procurement to source high-quality spa products and services.

Maintain and enhance the spa's reputation for excellence, leading the team to deliver exceptional customer experiences.

Keep up-to-date with industry trends and best practices to continually improve spa offerings.

Handle customer feedback, resolve complaints, and ensure high customer satisfaction.

Prepare and present regular reports to upper management.

Qualifications:

Proven experience as a spa director or similar role in the spa and wellness industry

In-depth knowledge of spa operations, including staff management and financial oversight.

Strong leadership and communication skills.

Exceptional customer service and interpersonal skills.

Excellent organizational and multitasking abilities.

Proficiency in spa software and general computer skills

A bachelor's degree in business, hospitality, or a related field is preferred.

Spa management certifications are a plus.

Advertised 02 Nov 2023 Arab Standard Time

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