

**Wellness Manager**

- Lead, direct and supervise spa team in creating an outstanding experience for the guest
- Deal with all membership enquiries, membership sales and renewals in line with prearranged targets and take and administer bookings and payments where necessary.
- Ensure all customer feedback (guest questionnaires, verbal comments, emails, etc) is used to inform changes in practice and provide staff training or corrective actions to ensure high standards are maintained.
- Consistently develop, promote and grow sales and services through training, tools and monitoring.
- Achieve financial objectives by monitoring membership, day visitors and beauty treatment bookings, reports and monthly and annual budget; analysing variances, and maximising results in the area of sales, merchandising and operations.
- Analyse monthly KPIs to create work schedules to ensure business targets and sales are being met.
- Create ongoing in-house promotions and activities to stimulate sales, staff and customers (hotel guests, day visitors and members).
- Ensure all beauty therapists are fully trained and competent to undertake the treatments offered.
- Effectively manage and control all purchasing and expenditure as budgeted.
- To perform any other duties as requested by the Hotel Manager.

**Requirements:**

- Skills in sales, marketing and guest relations.
- Strong customer service in luxury spa/hospitality industry.
- Skills in managing and processing software such as: Spa Soft and Opera are required.
- Detail-oriented and have the skills to manage in accordance to Standard Operating Procedures relating to service, training, inventory and payroll.
- Experience in handling crucial situations with guests and colleagues effectively.
- Managing colleague performance issues quickly and effectively.
- Strong ability to coach and motivate colleague to achieve sales and service goals, build clientele, monitor productivity goals and evaluate results.
- To present a professional and polished appearance.
- Flexible schedule, available to work evenings, weekends and holidays.
- To remain in contact with updates and developments in the Spa Industry

To apply for the above positions, please send your full resume to [careers@fullertonhotels.com](mailto:careers@fullertonhotels.com)