



Boutique Spa Junior Manager

Cape Town, Western Cape

Full-time

Salary: R10,000.00 to R12,000.00 /month

Looking for a Junior Boutique Spa Manager to ensure the smooth running of the Mangwanani Spa at THE CULLINAN. They will be responsible for overseeing the day to day operations, instilling and enforcing excellent guest service standards and ensuring an unforgettable spa experience every day. Additionally, they must ensure that the staff has the training they need to perform all services and to assure the staff operates with peak efficiency through coordination, communication and cooperation. The vision and philosophy of company must be upheld, in particular maintaining the utmost professional standards with all treatments and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee the operation of The Spa to ensure achievement of sales goals, business objectives and spa profitability.
- Responsible for inventory management and control for products and equipment and supplies.
- Train, review and evaluate employee performance on a regular basis, maintain detailed records on personnel issues, implement correction plans when necessary and participate in termination proceedings as needed.
- Responsible for loading all sales onto Lotus Notes on a daily basis and must ensure that the sales balance.
- Will be required to complete a monthly sales recon for the branch. This must be sent in timeously to the Finance Department
- Will be held liable for all cash at the branch and must take full accountability
- Payroll time sheets must be completed and sent timeously to Head Office

- Will be held responsible for checking the final payroll for the branch before it is released
- Overall Staff Wellness
- Staff Liaison
- Managing staff absenteeism and approve leave
- Ability to handle difficult employee/client situations effectively with diplomacy and empathy. Resolve conflict between staff members
- Handle customer complaints and facilitate guest liaison.
- Flexible work schedule including evenings, weekends and holidays.
- Maintain cooperation and teamwork in the spa, placing a high emphasis on customer service and satisfaction.
- Collect all the Daily reports, and compile a weekly Report for Management.
- Read ALL client comment cards to get an idea of excellent / problem areas
- Check spa numbers for coming days / weeks
- Ensure that there are enough staff to cover requirements / scheduling
- Hold regular staff meetings to keep staff up to date on all aspects of the Spa's operation.
- Maintain a professional relationship with suppliers and providers.
- Ensure compliance of the Spa Operations manual.
- Perform other related duties as assigned by management

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent leadership skills
- A very strong and mature personality
- Good communication skills, especially good use of the English language
- Very professional attitude towards the clients and the staff
- Must be passionate, have excellent organization skills, great leadership skills, and has the ability to inspire and motivate their staff to achieve industry defining standards.
- Must be reliable, self-motivating, commercially aware and able to drive the business as a solid leader.
- Must have proven and relevant management experience as well as excellent computer skills and the ability to multitask.
- The spa manager will be expected to maintain communication with the spa and head office on a regular basis.

EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Must have three or more years of customer service experience.
- Minimum 2 years of experience in a managerial position