

Spa Operation Manager (IZM)

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Company: Spa Soul

Location: Izmir

Category: other-general

Objective

To oversee spa treatment and services operations and recommend and implement strategies to achieve performance and revenue targets.

Key Responsibilities

Supervise daily spa operations and liaise with department heads to ensure cleanliness, maintenance, and service standards are upheld.

Ensure the spa's operating procedures and policies manuals are implemented as required

Supervise spa therapists and receptionists, answering queries and identify training needs

Develop the therapists' roster and assist the receptionist with the appointment schedule

Ensure the spa's operating procedures and policies manuals are implemented and updated as required

Reference and abide by the spa's Standard Operating Procedures, Policies & Forms Manuals

Manage client feedback

Requirements

Well knowledge of English in business writing and speaking (Second language is preferred)

Two (2) years spa supervising experience in an international standard spa

Effective communication skills

People person nature

High school diploma or certificate in sales

Willing to work shift hours, including evening and weekends

Proven business skills

Operations management

Financial reporting

Human resource management

Public relations and marketing

Retail management

Customer service

Industry analysis

Computer literate (mid-advanced level)

Business writing

Language(s) Required

English

Other

Personality traits

Articulate verbal and written communication

Interpersonal skills

Self-motivated

Enthusiastic

Empathetic

Sales oriented

Professional presentation

Earnings (Salary + Commissions)

Commissions are depending **sale targets, location, and the spa capacity**

Salary and commissions are paid in TRL currency.

Warning :

All CV applications **must include the candidate's photo**

Any CV without a photo **is not** going to be processed.

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