



Hotel Cerro Job Description – Spa Cerro Supervisor

Position Title: Full-Time Spa Supervisor

Reports to: Spa Manager

Position Summary:

Spa Cerro Supervisor assists in managing the Spa operations. Spa Supervisor directly reports to the Spa Manager.

Ensures high level of guest satisfaction as well as for the financial results of the department with a focus on controlling the expenses and ensuring maximum room revenues are achieved.

Duties and Responsibilities:

Duties and Responsibilities will include but not be limited to the following:

- Responsible for the efficient Spa Cerro operations.
- Responsible for assisting in training and supervising the day to day operations and the Spa Cerro staff.
- Coordinates and follows through with repairs, upkeep and maintenance activities with the Maintenance/Engineering Department.
- Oversee inventory and ordering of supplies.
- Perform all check-in and check-out tasks
- Assist Spa Front Desk with all operations
- Assist Spa Therapists with questions, day to day operations.
- Manage online and phone reservations. Balance the rooms.
- Assist guests with any inquiries

- Assist guests with retail purchases
- Maintain complete knowledge at all times of:
 - All spa features/services, hours of operation
 - All spa room types, layout, decor, appointments and locations
 - All service rates, special packages and promotions
- Participates in daily briefing meetings. Reviews daily arrivals, VIPs, special request, group needs, room assignments and coordinates with appropriate departments to meet the needs of guests.
- Ensures that all spa related activities and services meet or exceed Hotel Cerro's standards and goals.
- Conduct quality telephone answering and response services for guest and staff
- Maintain a high morale and productivity as well as consistent and effective flow of communication within the Spa as well as other departments of the hotel.
- Maintain a clean and neat spaces throughout the spa.
- Informs manager/supervisor if we are running low on inventory.
- Complete projects in a timely manner.

Prerequisites:

- Strong verbal and written communication skills, multi lingual is a plus.
- A highly driven and motivated individual with a good knowledge and understanding of Spa operations.
- Must be flexible in terms of working hours and schedules.
- Must be able to endure physically long periods of standing.
- Must possess outstanding guest services skills and a professional presentation.
- Must be able to handle a multitude of tasks in an intense, ever-changing environment.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by guests and employees.
- Must have excellent cleanliness and sanitation skills.
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.
- Ability to move throughout the property (standing, walking, kneeling, bending) for extended periods of time.
- Ability to make repeating movements of the arms, hands, and wrists.
- Ability to express or exchange ideas verbally and perceive sound by ear.
- Ability to obtain impressions through the eyes.
- Manual dexterity, hand-eye coordination, and ability to work with hand above shoulders.

- Ability to occasionally move objects (lift, push, pull, balance, carry) up to 50 pounds.
- Ability to turn or twist body parts in a circular motion.
- Ability to tolerate exposure to heat, cold, chemicals, loud/noisy or quiet environment.

Education

- High School diploma or higher
- Comprehend and use basic language, either written or spoken, to communicate information and ideas.
- Ability to read, comprehend and write simple instructions, short correspondence and memos.
- Multiple language abilities preferred, fluency in English is required.

Experience

- 1+ years demonstrated Spa experience preferably in a hospitality environment.
- 1+ supervisory experience preferred
- 2+ years Hospitality, Computer Experience, Customer Service