

CREERAR

— H O T E L S —

HOTELS WITH HEART & SOUL

Scotland's Hotel & Leisure Club, Pitlochry

Scotland's Hotel & Leisure Club benefits from elevated views of Pitlochry and alpine-like countryside and is quietly tucked away from the bustle of the town's main road. The hotel has 72 guestrooms, a leisure club with two treatment rooms, Faskally Restaurant and MACNABS Bar & Grill.

We employ individuals who apply the same amount of care and passion to their jobs as they do their hobbies - people who put our guests at the heart of everything they do. We're looking for someone like this to join our friendly and professional team.

Spa Manager

As the Spa and Leisure Manager you will lead, inspire and motivate your team in order to provide first class service and a lasting memory of our company values in our customers. This is a hands on role overseeing an important part of the hotel, working closely with the General Manager in achieving and exceeding targets, managing day to day operations and optimising financial performance while maintaining high standards of professionalism and customer service

Candidate Attributes:

- Hold a relevant qualification in Spa/Beauty treatments, either a HND, NVQ, SVQ (Level 3), ITEC, CIBTAC or CIDESCO
- Ability to lead and work as part of a team, remaining approachable, with the ability to be authoritative
- Experience of supervising or managing a team
- Methodical approach to work with the ability to work under pressure and multitask
- Enthusiasm for the role with a 'can do' attitude
- Excellent communication skills, with a good standard of spoken and written English
- Well dressed and presentable with a friendly and polite manner
- First class customer service skills with the ability to upsell
- Flexible approach to work hours
- Computer literate

Elemis product training desirable, although not essential as full training will be given

Candidate responsibilities:

- Ensure quality service, cleanliness and maintenance of the spa area in line with standard and emergency operating procedures
- Provide leadership and support to foster a highly motivated team
- Delivery excellent customer service with a friendly and professional approach
- Prepare weekly and monthly financial statistical reports
- Establish and maintain marketing objectives

- Diary and appointment management and other administrative duties
- Drive sales of treatments, memberships and retail products
- Monthly stocktakes and ordering of products and supplies
- Preparation of weekly rotas
- Carrying out spa and beauty treatments
- Operate the department in line with Normal and Emergency Operating procedures
- Fully aware of Health and Safety legislation for Spa and Leisure areas.
- Ensure every opportunity to upsell and increase sales to meet and exceed all financial targets

In return we offer:

- Long term career opportunities
- Use of the hotel leisure club
- Entry to our employee Fair Fund
- Preferential staff rates across the Crerar Hotels Group
- Live-in accommodation available
- Staff uniform provided

Competitive rate of pay, dependent upon experience and expertise.

Crerar Hotels values: Crerar Hotel Group is one of Scotland's leading privately owned hotel companies. Crerar Hotels work hard on talent development and always look to progress individuals through internal promotion. This role represents a fantastic opportunity for a dynamic individual to join a dynamic company.

By joining the Crerar Hotels team, you will also automatically be eligible to receive our Fair Fund. Our Fair Fund has been created to reward staff and encourage personal development. Each time a guest or customer decides to pay an optional service charge for great customer service, all staff members will benefit on an equal basis.

If this sounds like your dream job, we would love to hear from you!

Please send your CV and covering letter outlining your experience and skills to General Manager, Michael Ives at gm.scotlands@crerarhotels.com.

Thank you for your interest in Crerar Hotels. Should we wish to progress with your application, we will aim to respond within 14 days. If you do not hear from us, thank you in advance for the opportunity to consider your application. **No agencies at this stage please.**