

Job Advertisement – Ayurveda Spa Manager

UTMT – Working Underneath the Mango Tree

Authenticity - Creativity – Family! Working at the UTMT – Underneath the Mango Tree – 5* Beach & Spa Resort is more than just a job. You are our shot if you are curious, open minded, have a dedication and attention to detail and if you like mangoes of course! ;-)

The UTMT opens its doors in mid December 2013 and will offer authentic, high class service within 22 rooms, a restaurant with different outlets and an Ayurvedic Spa. When it comes to guest service, differentiation is our main focus. And we always go an extra mile to exceed our guest's expectations. If you consider yourself truthful, rational, reasonable and flexible with good self esteem and common sense we can offer you a challenging and diverse working environment along with a team that almost feels like family.

Job Responsibilities:

Our Spa Manager is responsible for the efficient running of the department and has to provide hands on support and guidance. He or she has to ensure that the services provided are in accordance with international and Ayurvedic Spa standards. He or she will also be responsible to ensure that the discerning guests feel that their every need is anticipated and that they have created a relationship with our spa, not just a visit. It is necessary to understand all the nuances of guest service and be continually vigilant for potentially liable scenarios. He or she is in charge of organising, training and developing the team and is recruiting new staff members in accordance with the Hotel Manager as well as setting targets with clear standards and time scales, to increase sales and up selling, check stock levels and order supplies. As a member of the Spa Management Team he or she will work closely together with our ayurvedic and our western medicine doctor.

Job Requirements:

- Work experience in the field for at least three years.
- Excellent Ayurveda and Spa related knowledge and leadership skills.
- Knowledge of local suppliers in Sri Lanka is a plus.
- Good English and Sinhala language skills are a must.
- Creativity, people management, resource management, organizational capabilities and technical knowledge are of utmost importance.
- Being a patient trainer and an excellent motivator.
- A personal preference to be on the floor and hands on rather than behind a desk.
- The drive to get things right the first time and a superb attention to detail.
- Computer skills (preferably Microsoft Office and Fidelio)
- Excellent complaint handling skills

If you are interested in this position please send your application (incl. CV + Photo) and salary expectation to jobs@utmthotel.com

