



ROSEWOOD TUCKER'S POINT

BERMUDA

Are you interested in joining a dynamic team that has raised the service standard of hospitality and has elevated Bermuda's reputation as a global competitor in the industry? If so, we are looking for you! Rosewood Tucker's Point is a luxury mixed use resort and is currently inviting applications for the following positions.

SPA DIRECTOR - We are seeking a dynamic Spa Director who will be responsible for the daily operations of the Spa, (a Sense® Spa) Fitness Center, and Hotel pools. The successful candidate will ensure operational and financial success of the Spa, cultivate exceptional customer experiences, and develop and inspire a first class team.

Key responsibilities will include but will not be limited to:

- Prepare annual budgets and operation forecasts; prepares regular and special reports; maintains necessary records and files.
- Review the daily reservation system to ensure effective distribution of services amongst therapists and stylist to maximize occupancy
- Maintain accurate Spa Occupancy reports for forecasting and scheduling purposes
- Ensure that inventories are conducted regularly and accurately for all retail products, linen and professional products.
- Generate revenue for the spa by organizing spa promotions and advertising spa services within the resort
- Ensure that the spa operation follows Sense® SOP guidelines
- Liaise with guests & members ensuring satisfaction and dealing with guest & member complaints efficiently and effectively
- Proactive in making certain the facility, services and equipment are clean and in optimal working order

Candidate should possess the following skills and attributes:

- Minimum of five years of experience with at least 2 years senior spa management experience with an internationally recognized luxury spa brand
- Proven experience in developing Spa modalities and resort programming.
- Strong skills in spa yield management and cost controls
- Strong computer knowledge in Windows environment as well as proficiency in property management system and Spa management systems (preferably SpaSoft)
- Must have excellent organizational, interpersonal and administrative skills

SPA THERAPISTS - We are seeking qualified therapists to join our team of talented therapists in our Sense® Spa.

Responsibilities of the Spa Therapist will include but are not limited to:

- Performing body treatments including wraps using heat, and massage therapy using modalities of shiatsu, reflexology, Reiki, Thai massage and warm stone massage
- Performing facials including exfoliation and extraction
- Performing manicures and pedicures
- Ensuring the quality of the guest experience by the immaculate presentation of treatment rooms and providing the Guest with product recommendations tailored specifically to each individual Guest.

Applicants should have certification from an accredited school of beauty therapy to include aesthetics and massage and two years proven experience as a therapist in a luxury Spa environment. Certification in CPR/First Aid is a definite asset. Therapists are expected to have superior communications and customer service skills and should be willing to be work a flexible schedule that will include weekends and public holidays.

General pre-requisites for ALL positions include a commitment to excellence and the ability to uphold luxury standards. Due to the nature of the business the positions require the ability to work extended hours, shifts, weekends and public holidays.

Interested persons should complete an application online at our website www.rosewoodtuckerspoint.com under the careers section.

Closing Date for applications is: November 28, 2014

“Rosewood Tuckers Point is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career opportunities.”