



Job description
BODIA ASSISTANT SPA MANAGER
– Phnom Penh

Company profile:

Established since 2006 Bodia has started its activities by opening sheltering cocoon Spas in Siem Reap and Phnom Penh offering an authentic vision of relaxation in a modernly designed Spa (www.bodia-spa.com). In order to guaranty the quality of its treatment, Bodia has created its own line of natural products made in Cambodia under the brand Bodia Cambodian Apothecary that promotes the traditional know-hows and uses local resources (www.bodia.com).

Nowadays, Bodia is a network of 7 Spas in Cambodia (4 locations in Phnom Penh & 3 locations in Siem Reap) dispensing quality treatments and offering therapist training to other spas, hotels and extending its services to franchise opening. Bodia products are made in our factory located in Phnom Penh and distributed in all official Bodia Spas and Stores, through a network of 50 local distributors and 1 online shop.

In order to support and develop its operations, Bodia is seeking for an ASSISTANT SPA MANAGER

Job Description:

Scope of work:

The Bodia Spa manager assistant in Phnom Penh is at the lead of operations and strategic decision in all the Spa activities. He/ she is in charge to maintain the level of service and quality by ensuring sufficient human resources, training and monitoring of the activity.

Functions & responsibilities:

1. Staff training and internal skills monitoring:

Ensure proper internal training and guarantee Bodia service top quality (massage & treatment, Spa cleanliness...)

By closely monitoring the staff skills and communicate with treatment trainers, Spa manager assistant should be able to establish the list of training needs from internal and external trainer and guarantee a proper schedule for each staff to reach the level of knowledge required. (Staff progression list, training schedules monitoring, external trainer contact and quotation.

Spa manager assistant must maintain a strict and permanent protocol of work with all team members. Protocols shall be as per company requirements and updated according to managers needs and judgment.

2. Ensure the maintenance of internal skills.

Spa manager assistant shall coordinate with top management, Bodia Spa Siem Reap and all internal resources to ensure that corporate knowledge of Bodia Spa is secured (treatments, massage skills,



recipes...). Training programs shall be duly registered and secured on internal confidential training supports. Spa manager assistant shall guarantee the security of those supports.

3. Human resources

Bodia Spa manager assistant is in charge of ensuring a permanent and sufficient recruitment of Bodia Spa operation staff in cooperation with the HR & Admin supervisor (Therapists, cleaners, supervisors).

By managing the team wisely he/she ensure the wellness of all team members and maintain a positive team spirit among all working shifts.

4. Reporting

a. Sales report

Spa manager assistant shall participate in report of daily/ weekly / monthly/ yearly Spa sales performance. He/ She monitor the sales as per the performance objectives and ensure a clear knowledge and reading to implement actions that will lead to target achievements.

b. Therapists working performances

Spa manager assistant shall monitor the staff rosters and performance in term of work quantity and quality so the hours of treatment are fairly spread across the therapists available. He / she shall also be able to optimize the individual qualities of therapists to always achieve the best service to customers.

Spa manager assistant is in charge of controlling the therapist payroll report to be communicated to accounting before end of each month for salary payments.

c. Customers feedback

Spa manager assistant shall place his / her attention in monitoring the customers feedback. Either by collecting comments directly from customers after treatment, front line team, Bodia treatment questionnaire analysis, through tripadvisor or any public media. He / she is in charge of implementing the corrective actions accordingly with operational team.

d. Employee meeting

Spa manager assistant shall participate in organizing monthly employee meeting and edit the minutes to be communicated to all staff and management for close tracking of open issues and expectations. Communicates clearly and directly with employees supervised concerning performance expectations, productivity, and accountability. Addressed all aspects of human resource functions and employee reviews, conflict resolution and documentation. Ensures that staff is fully knowledgeable on the use and benefits of services, products, programs, marketing and promotions.

5. Operational tasks



As a team leader, the Spa manager assistant is capable of performing all booking and guest welcoming tasks, set up a room as per Bodia's protocol, perform inventory of all material and control all operations performed into the Spa service activity. Control cash collection and invoices paid. Investigate all possible breach into the process that may lead to potential cheating and secure the protocol.

Expectation: Standard operating procedures are maintained at all times. Reports, inventory, feedback, suggested changes are beneficial, accurate, and timely.

6. Maintains a commitment to the company vision and the "spirit" of the organization.

Expectation: Company commitment is consistent and positive.

7. Spa industry benchmark

Closely observes matters pertaining to competition (sites, prices, services offered on a regular basis – quarterly or more often if need to be).

8. Monitor general image of Bodia Spa to keep it at its best level

Communicate and monitor with Spa team in order to report all maintenance details that needs improvement and follow up to maintain a good image at Bodia Spa.

Contract: FULL TIME **Location:** BODIA SPA Phnom Penh

Chain of management

The Bodia Spa manager assistant in Phnom Penh shall report directly to Bodia Spa Manager.

Profile needed

The candidate for this position should fill the following requirements:

- Nationality: KHMER
- Language: Khmer and English should be fluently spoken, written and understood.
- Work experience of minimum 2 years in the hospitality business in Cambodia or abroad.
- Organized, detailed orientated.
- Natural leadership and used to work in team.