



Understanding People

Spa Manager / スパマネージャー

Luxury hotel brand

Job Information

Recruiter

Specialized Group

Job ID

1583698

Industry

Hotel

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

March 23rd, 2026 14:18

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Spa Manager | Luxury Hotel スパマネージャー | ラグジュアリーホテル

Our client, a renowned luxury hotel chain, is seeking a Spa Manager to oversee and coordinate spa services, ensuring exceptional guest satisfaction and operational efficiency. This role offers the opportunity to lead a team in delivering top-tier spa experiences while managing budgets and enhancing service quality.

Key Responsibilities:

- Supervise spa services including salon, skin care, and massage
- Ensure guest satisfaction and handle complaints
- Manage spa budgets and financial goals
- Maintain cleanliness of spa and equipment
- Conduct employee training and recognition programs
- Coordinate spa reservations and reception desk activities

- - Support Spa Director in operational management

- スパサービス（サロン、スキンケア、マッサージなど）の監督
- ゲスト満足度の確保およびクレーム対応
- スパの予算管理と財務目標の達成
- スパと設備の清潔さを維持
- 従業員のトレーニングおよび評価プログラムの実施
- スパ予約および受付業務の調整
- スパディレクターの運営管理サポート

Qualifications:

- - 2+ years experience in spa or guest services
- - High school diploma or GED
- - Experience with spa management software is preferred but not mandatory
- - Strong customer service skills
- - Knowledge of budgeting and financial management
- - Leadership and team management skills

- スパまたはゲストサービスでの2年以上の経験
- 高等学校卒業または同等の資格
- スパ管理ソフトウェアの経験があれば尚可
- 優れたカスタマーサービススキル
- 予算管理と財務管理の知識
- リーダーシップとチーム管理能力

Company Description