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Assistant Spa Manager – Birmingham Marriott Hotel – Five Ways

Job Description

Posting Date Feb 18, 2021

Posting Reason Maternity Leave

Job Available Date Sep 30, 2021

Job Number 21003007

Job Category Spa

Location Birmingham Marriott – Five Ways [VIEW ON MAP](#)

Schedule Full-Time

Position Type Management

At more than 80 award-winning properties worldwide, Birmingham Marriott create experiences so exceptional that long after a guest stays with us, the experience stays with them. As the premier worldwide provider of luxury experiences, we set the standard for rare and special luxury service the world over. We invite you to explore Birmingham Marriott.

About Birmingham Marriott – Five Ways

The property is ideally located at Five Ways, in the heart of Birmingham City Centre, expected to range in size from one to three bedrooms, featuring the refined elegance and legendary service that define Birmingham Marriott brand. The property is also expected to offer a choice of outstanding culinary venues serving an array of international and local cuisines, in addition to a full suite of fitness and recreational facilities. The guests are expected to have access to a beautiful spa, health and leisure. Handpicked selection of dining options.

JOB SUMMARY

Assists with supervising and coordinating activities of employees delivering spa services, including salon, skin care, program coordination, reservations, reception desk, massage and locker room areas. Position focuses on ensuring guest and employee satisfaction. Assists with achieving the operating budget.

CANDIDATE PROFILE

Education and Experience

- High school diploma or GED; 1 year experience in the spa, guest services, or related professional area.

CORE WORK ACTIVITIES

Assisting in Management of Spa Operations and Budgets

- Ensures all employees have the proper supplies, equipment and uniforms.
- Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department.
- Manages supplies and equipment inventories within budget.
- Maintains cleanliness of spa and related areas and equipment.
- Understands the impact of department's operations on the overall property financial goals and objectives and managing to achieve or exceed budgeted goals.
- Ensures employees understand expectations and parameters.
- Brings issues to the attention of the department manager and Human Resources as necessary.

Ensuring and Delivering Exceptional Customer Service

- Sets a positive example for guest relations.
- Interacts with guests to obtain feedback on product quality and service levels.
- Handles guest problems and complaints.
- Empowers employees to provide excellent customer service.
- Emphasises guest satisfaction during all departmental meetings and focusing on continuous improvement.
- Strives to improve service performance.

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

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E-VERIFY

Marriott participates in the Electronic Employment Eligibility Verification Program.

This Employer Participates in [E-VERIFY ENGLISH/SPANISH \(PDF\)](#)

Right to Work [ENGLISH/SPANISH \(PDF\)](#)

Marriott International is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture.

Marriott International does not discriminate on the basis of disability, veteran status or any other basis protected under federal, state or local laws.

EEO NOTICES

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- [PAY TRANSPARENCY](#)

ACCESSIBILITY ASSISTANCE

If you are an individual with a disability and need assistance completing the online application, please call [301-581-1400](tel:301-581-1400). Please leave a message and a member of our Human Resources team will return your call within three business days. Alternatively,

Kushna Begum
12B Cannon Hill Road,
Birmingham, England, B12 9NN.

Phone: 07929344517
Email: kushna.begum@hotmail.com

18 Feb 2021

Hiring Manager,
Abdi Rahman

Birmingham Marriott Hotel 12
Hagley Road, Five Ways,
Birmingham, England, B16
8SJ.

Dear Hiring Manager,

I am writing this letter to express my interest in the Assistant Spa Manager Position opening at your Hotel.

I can offer you 2 years of experience and 1 year of education in managing communications within the Marriott brand, I have excellent project-management skills, and a great eye for detail, all of which should make me an ideal candidate for this opening.

I have attached my resume for your review. I would welcome the chance to discuss with you personally how my skills and strengths can best serve your Hotel.

Sincerely,

Kushna Begum

KUSHNA BEGUM

12B Cannon Hill Road, Birmingham, England, B12 9NN.

Phone: 07929344517 — Email: kushna.begum@hotmail.com



Objective

To further my experience and knowledge in the field of Spa Management.

Skills

Professional skills - First Aid & Pool Respondent trained by Manchester Marriott / Technical skills - Hospitality OPERA System trained / Qualifications skills - Expected Certificate in Higher Education Skills for the Workplace by University of Wales Trinity St David

Work Experience

Birmingham Marriott

MAY 2018 TO MAY 2020 *Five Ways*

Spa Receptionist

Achievement made during position - I started my journey in the Marriott brand as a Spa Cleaner and made my way / developed to a Spa Receptionist. / Second achievement made during position - I was kindly fully trained by the Marriott brand to become a key member in our Leisure Team. / More achievements - I had the greatest opportunity to experience the Housekeeping and the Restaurant Department for further knowledge on hospitality.

Macdonald Burlington Hotel

MAY 2016 TO MAY 2018

Housekeeping Assistant

Birmingham City Centre

Achievement made during position - I started my journey with the Macdonald chain of Hotels brand from Public Area Cleaner and soon after promoted to Housekeeping Assistant / Second achievement made during position - I was respectfully professionally trained in hospitality sector services / More achievements - I was offered a promotion transfer however I chose loyalty over money

Education

EXPECTING

University of Wales Trinity Saint David

Birmingham Branch 2021

Certificate in Higher Education Skills for the Workplace

LEVEL 4 - Covering Modules:

Professional Career Development - In progress / Managing Enterprise in the 21st-Century - In progress / Effective Teamwork and Communication - Pass / Problem Solving and Decision Making - Pass / Employability and Digital skills - Pass

University of Bedfordshire

2015

Business Management

Birmingham City Centre Branch

4 Years - Business Management, Including: Foundation Year / However, unfortunately I had to withdraw due to having to care for my 90-years-old grandmother full-time

References

Sherman Almeida

01214521144

Hotel Manager,

sherman.almeida@gmail.com

Marriott International

Details of the reference person - Over 16 years of experience in the Hospitality industry. Adept at planning, supervising and managing the F&B ,culinary & Hotel operations.

Hansika Katamneni

01214521144

Human Resources Manager,

hanny.katamneni@gmail.com

Marriott International

Details of the reference person - HR Coordinator

Awards

Hospitality

2018

Details of the award - Employee of the Month

Interests

Traveling around the world, staying Healthy and Socialising

Personal Details

Date of Birth: March 2, 1982

Gender: Female

Marital Status: Married

Languages Known: English, Bengali and Hindi

Investment

Invested in small estate agency and health spa salon in London at the age of 24

Record of Achievement

After working from a solicitors firm as an Office Junior I became a First time Buyer of a 3 bedroom cottage style house property at the age of 19 in Essex with front and back garden decorated by Alan Titchmarsh
