

# spa opportunities

30 MARCH - 12 APRIL 2018 ISSUE 290

Daily news & jobs: [www.spaopportunities.com](http://www.spaopportunities.com)

## Alberto Apostoli designs Italian thermal centre

Studio Alberto Apostoli will design the spa of the new Grado Thermae in Italy, a thermal centre in an area with a long history of marine baths dating back to the early 19th century.

The masterplan of the redevelopment is being overseen by architecture firm Archest, and it is hoped that the new thermal centre will boost tourism in the area. The first thermal baths were built in Grado in 1932, while the current spa dates from 1974.

Alberto Apostoli will design the wellness centre at the thermae, which will include a 260sq m (2800sq ft) fitness area and a 320sq m (3500sq ft) spa with areas dedicated to makeup, hair and nails, along with eight massage cabins, one of which will be equipped with a Turkish bath. Two side-by-side cabins can be transformed into a couple's cabin, and in the summer months, an outdoor terrace will also be



The wellness centre will be themed around water, air, fire and earth

available for treatments. The outdoor terrace will also include a 650sq m (7000sq ft) glass-cased wellness area – divided into four main elements: water, air, fire and earth – which can accommodate 60 people at a time in the wellness circuit.

The 'water' area has a focus on the sea and

is where all wet treatments will occur. It will include a room dedicated to halotherapy and iodine inhalation, a hammam, tepidarium, caldarium and emotional showers.

The 'air' area will be an open space used for relaxation and equipped with chaise longues and sinuous partitions and ceiling veils, and will also house a bistro.

A 'fire' area will feature three different types of saunas – salt sauna, herbal sauna and Finnish sauna – which will then lead guests to a central passage and onward to an outdoor terrace with a large glazed

sauna surrounded by cold pools at different temperatures. Additionally, an Ashiyu – an invigorating Japanese treatment for the limbs – will also be located in this area.

A long Kneipp path and large cold pool complete the outdoor area.

Details: [http://lei.sr?a=y3G8A\\_S](http://lei.sr?a=y3G8A_S)

### APPOINTMENTS



The  
Massage  
Company

- Assistant Centre Manager
- Membership Sales Supervisor

SEE PAGE 17

## Antonio Citterio to keynote GWS 2018

Underscoring the important connection between design and wellness, Antonio Citterio, the architect behind the design of Technogym Village – the 2018 Global Wellness Summit venue – will be a keynote speaker at this year's conference in Cesena, Italy, set to take place 6-8 October.

Citterio is co-founder of the multi-disciplinary design practice of Antonio Citterio Patricia Viel, which works in architectural, interior and urban design. The firm's projects include residential and commercial complexes, corporate headquarters and hotels – including all Bulgari Hotels and Resorts worldwide.

Citterio is also renowned for his understated and enduring human-centric



Citterio has designed all of the Bulgari Hotels

product design for brands like Hermès, the Hansgrohe Group's luxury brand Axor, and Technogym. "There is an increasing awareness that our surroundings affect our well-being and 'building well to live well' has become a distinct rallying call," said Susie Ellis, chair and CEO of the Global Wellness Summit.

*Continued on back cover*

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## HBA designs new Jerusalem hotel

Design firm HBA London has completed the interiors of The Orient Jerusalem by Isrotel Exclusive Collection – a hotel that doubles as “a timeless love song to the city.”

Situated at the entrance to Jerusalem’s historically rich German Colony district, The Orient is formed of two 19th Century Templar houses, which have been restored and reinvented as a collection of 39 luxury guestrooms. These are joined by a new, modern nine-storey building, with 205 guest rooms, crowned with a rooftop pool and bar, with 360-degree views over the old city walls.

The hotel also boasts a cavernous seven-room spa with a rough-hewn lava stone feature wall, a cascading waterfall and a golden crystalline ceiling.

HBA London, part of global company Hirsch Bedner Associates (HBA), took inspiration from the city’s architectural heritage, adopting features such as encaustic floor tiles, mother-of-pearl inlaid cabinetry and extensive use of local stone. The blue and



The hotel includes a rooftop pool as well as a seven-room spa

ivory palette, meanwhile, has been chosen to represent the colours of the national flag.

Designer Inge Moore created the concept while principal of HBA London, although she has since left to establish her own studio, Muza Lab. She said: “Jerusalem is an amazing city for a designer to work in. Everything is embraced by the golden tint of the stone, interspersed with the green of foliage and plants and with bright punches of colour in the fruits, markets, textiles and ancient decoration.”

*Details: [http://lei.sr?a=D3C6D\\_S](http://lei.sr?a=D3C6D_S)*

## Second Chablé Resort to open in Q3

After the debut of Chablé Resort & Spa Yucatan in 2016, Hamak Hotels has announced it will operate a second Chablé Resort on Maroma Beach, Mexico.

Scheduled to open in Q3 2018, Chablé Maroma will include an expansive 17,000sq ft (1,579sq m) spa created by Bonnie Baker, co-founder of Satteva Spa & Wellness Concepts.

Baker also worked on the Chablé Yucatan’s spa, alongside Amy McDonald of Under a Tree Spa & Wellness Consulting. The Chablé Yucatan’s spa concept blends ancient mysticism with modern curiosity, and features a naturally formed cenote as well as three temazcal experiences.

Surrounded by mangroves on Mexico’s Caribbean coastline, Chablé Maroma will feature interior designs by Paulina Moran, who also worked on Chablé Yucatan. The five-star beach resort will be set between a tropical jungle and Maroma Beach,



The resort will be set between a tropical jungle and Maroma Beach

and will include 70 suites, each with its own private pool and outdoor terrace.

The resort will also feature a yoga pavilion, fitness centre and beachside pool with private shoreline cabanas.

Chablé Maroma will showcase a blend of luxury and nature, and guests will be able to enjoy a variety of activities, including meditation classes, yoga, paddle boarding, kayaking and jungle tours.

*Details: [http://lei.sr?a=A3Z7S\\_S](http://lei.sr?a=A3Z7S_S)*





## Four Seasons expands in Caribbean

Four Seasons has announced plans for the development of Caye Chapel, a private island in Belize adjacent to the UNESCO World Heritage designated Belize Barrier Reef System – the largest in the Northern Hemisphere.

Scheduled to open in 2021, the project is being launched in partnership with Thor Urbana, Immobilia Dessarollos and GFA Grupo Inmobiliario, three real estate development groups based in Mexico.

The resort will include 100 guest rooms and suites designed by Studio Caban, including a collection of overwater bungalows, as well as 35 private residences and 50 private estate lots.

A Sunrise Sanctuary, located on the farthest point of Caye Chapel, will be perched on the end of a modernist dock, and is designed as a space for focus, meditation and silent sports. It will feature retreats, workshops and daily classes with yoga, Pilates, fitness and meditation experts from around the world.

The island will also feature a golf course, a Fabien Cousteau nature and conservation institute, a marina and a private airstrip.



Four Seasons Caye Chapel will be set on a private island in Belize

“We are excited to be a part of the reimagining of Caye Chapel into an exclusive luxury experience, and to do so in a way that protects and reinforces the natural wonders of the island,” said J. Allen Smith, president and CEO of Four Seasons Hotels and Resorts.

The 280-acre (113 hectare) island is outlined by 6 miles (9.7 kilometres) of white sand beaches, and is located 16 miles (26 kilometres) from Belize City. The on-site Fabien Cousteau Nature and Conservation Institute and Adventure Center will be home to research and education initiatives that guests and residents can participate in.

*Details: [http://lei.sr?a=z3s3v\\_S](http://lei.sr?a=z3s3v_S)*



The hotel's Aleph Spa was created with help from consultants Wellness & Spa Solutions

## 1930s Italian bank transformed to luxury hotel

Italy-based spa consultants Wellness & Spa Solutions have helped to transform the spa at the Aleph Rome Hotel, part of the Curio Collection by Hilton, from an opulent 1930s bank building into an Arabian-style spa.

The Aleph Spa is located in the basement and includes a thermal whirlpool, Finnish sauna, emotional showers, a heated indoor pool, massage cabins and an elegant gilded hammam with marble mosaics. A gym with Technogym machines is housed in the original bank vault, with the massive armored door from the 1930s still in its original place.

The hotel itself was renovated by the architect Roberto Romano, who transformed the bank headquarters into an 88-bedroom luxury hotel.

*Details: [http://lei.sr?a=n4r5G\\_S](http://lei.sr?a=n4r5G_S)*

## Grand Hotel Quellenhof to be renovated

Architect Claudio Carbone will oversee a renovation of Switzerland's Grand Hotel Quellenhof in Bad Ragaz as part of an extensive investment programme of around 40m Swiss Francs (US\$42m, €34m, £30m).

Part of the Grand Resort Bad Ragaz, the five-star wellbeing and medical health resort first opened in 1869, and includes 106 suites. CEO Patrick Vogler said the forthcoming renovations will “complete the vision to become the leading European Grand Hotel”.

The renovations will begin in February 2019, and the hotel will reopen in June 2019, but all other areas of the Grand Resort Bad Ragaz – including Grand Hotel Hof Ragaz, the spa suites, the thermal spa, the medical centre and Clinic Bad Ragaz, Tamina Therme Thermal Baths, the casino and the golf course – will remain open during the remodel.

During the renovations, the lobby and bar will be rebuilt, rooms will be



The hotel is part of the Grand Resort Bad Ragaz in Switzerland

refreshed with contemporary decor, and a new restaurant concept will be created.

Carbone Interior Design, based in Switzerland, beat out competition from New York, Madrid and Dubai to take on the project. Carbone has also previously designed the spa suites at Grand Resort Bad Ragaz, which opened in 2009, and is creating the resort's upcoming family spa, scheduled to open in April 2018.

*Details: [http://lei.sr?a=p8x8K\\_S](http://lei.sr?a=p8x8K_S)*

## WTS client wins national award for programming

Spa, fitness and lifestyle consultancy and management firm WTS International is celebrating a longstanding client's recent accolade.

Connerton, a master-planned community near Tampa, Florida, US, has won a national Gold Award at the National Association of Home Builders' (NAHB) National Sales and Marketing Awards gala for Best Lifestyle Program in a Community.

Known as ‘The Nationals’, the awards honour the best in the building industry for their determination, integrity, creativity and endurance.

Extending over 4,800 acres, Connerton is Pasco County's largest master-planned, mixed-use community, where WTS currently manages the community's 10,000 square-foot clubhouse, Club Connerton, and its lifestyle programming.

*Details: [http://lei.sr?a=B8p9h\\_S](http://lei.sr?a=B8p9h_S)*



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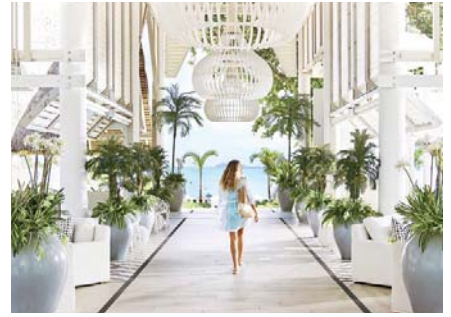
[www.livingearthcrafts.com](http://www.livingearthcrafts.com)

## Hoppen transforms Lux Grand Gaube

The Lux Grand Gaube in Mauritius has reopened after a US\$32m renovation by London-based designer Kelly Hoppen and Mauritius designer Jean-Francois Adam.

With over a hectare of land dedicated to wellness, the resort's spa includes African-style huts and is designed to connect guests to nature. A new hydrotherapy pool, aromatic steamroom and sauna have been added, along with an Artis Technogym fitness centre, open-air calisthenic workout programmes, meditation and yoga space. Aromatherapy experiences from Lux Me's Shirley Page treatments are on offer, as well as Carita's anti-ageing skincare and regenerating treatments, which combine micro-current, ultrasound and LED technologies. The resort also boasts a nail bar and a barber's shop from Murdock's of London.

A specialised health programme is also available from Kamran Bedi of Mind Body Method, an NLP master practitioner (neurolinguistic programming), hypnotherapist, meditation teacher and Pilates instructor. Guided meditation and



The Mauritius resort now features more than a hectare of land dedicated to wellness

stretch-based classes are designed to assist the body in releasing tension, while barre-style workouts and a new Pilates practice, Movement On The Roller, work on the whole body, promoting balance and mindfulness.

Hoppen and Adam have created airy interiors filled with natural light and sea views, and included touches like succulents in ceramic pots, hand-woven African baskets, wicker tables and geometric encaustic tiles.

*Details: [http://lei.sr?a=g6w4s\\_S](http://lei.sr?a=g6w4s_S)*

## Lake District spa to open in August

Lake District Hotels – which owns and operates seven hotels in England's picturesque Lake District – is opening a £10m (US\$14m, €11m) spa at its Lodore Falls location in Keswick this August, with extensive thermal facilities and panoramic views across the lake.

Designed by architects Unwin Jones Partnership, with interiors by Greyline Design, the spa will include 769sq m (8,274sq ft) of indoor space and 305sq m (3,282sq ft) of outdoor space.

Wet areas have been designed by Rigo Spa, and include five thermal suites, a 16m outdoor hydrotherapy pool – one of the country's longest – and an infinity hot tub. The spa also features its own champagne bar, which will serve a variety of drinks and light snacks.

Thermal suites include a laconium, salt steam room, steamroom, herbal sauna and experience showers. Heated mosaic loungers, an ice fountain, four-person mud rasul, five treatment rooms and a fitness suite complete the spa offerings. Treatments will use Elemis and La Sultan De Saba, and a



The spa has been developed with the help of consultant Liz Holmes

streamlined treatment package is currently being developed alongside both brands with help from spa consultant Liz Holmes.

The hotel is also gearing up to reveal 18 new spa suites, most of which offer floor-to-ceiling windows, walk-in wardrobes and views over the lake, forest or fells.

A new restaurant, attached to the main hotel and to complement the existing Lake View restaurant, will complete the spa experience for those guests who are on pamper packages, which include a food offering.

Lodore Falls is currently recruiting for a spa manager ahead of its opening in August 2018.

*Details: [http://lei.sr?a=T3U7M\\_S](http://lei.sr?a=T3U7M_S)*



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# Today's women of wellness

On 6 March, more than 200 wellness professionals from across the US and beyond convened in New York City for the first-ever Women in Wellness Leadership Conference. Darlene Fiske of The Fiske Group public relations was there, and reports for us

Just two days before International Women's Day, 230 wellness professionals gathered in New York for a day of networking and inspiration. The first-ever Women in Wellness Leadership Conference, organised by *American Spa* magazine, included a focus on recharging and reinvention.

"I saw a general theme that many people who get into the spa business are looking for healing themselves," said Emme – a model, TV personality, designer and women's advocate – who inspired women to be more accepting of themselves and of others in relation to body image, self-esteem and overcoming negative thought.

Lesley Jane Seymour, former editor-in-chief of women's lifestyle magazine *More*, spoke about the importance of reinvention and preparing for unexpected opportunities for change. Since leaving *More* in 2016, she's set up the Covey Club – a hub for the 40-plus set. "Ageing is not a disease. It's not something you can outrun or outsmart. It

will happen to you," she said. Seymour plans to launch spa retreats for her subscribers – something they've been asking for.

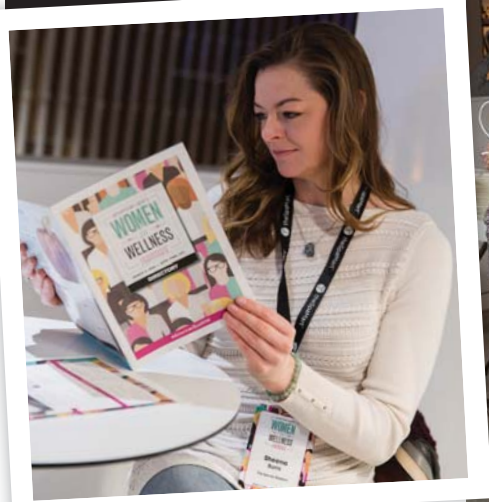
Sallie Krawcheck, the CEO and co-founder of women's investment platform Ellevest, addressed the need for women to create their own financial future through smart investing and planning.

Between keynotes, breakout sessions ran with topics ranging from burnout to brand building, and financial wellness to embracing feminine traits. Discussions were also held throughout lunch with each table focusing on different subjects such as managing toxic working environments and cultural sustainability and self-care.

Julie Keller Callaghan, editor-in-chief and publisher of *American Spa*, said inspiration for the conference first came when she was inundated with more than 400 nominations for the magazine's Women in Wellness Awards last year. "I've been at *American Spa* for 14 years – and what I love most about the industry are the women in it," said Keller Callaghan. ●



Right: Fiske (third from left) with other attendees, including organiser Julie Keller Callaghan, far left.







Around 230 women attended the conference in New York, which included keynotes and breakout sessions



Breakout sessions ran with topics ranging from burnout to brand building, and financial wellness to embracing feminine traits. Discussions were also held on subjects such as managing toxic working environments and self-care



The conference included a focus on recharging and reinvention. Model and advocate Emme (right) spoke about acceptance





# CALENDAR

14-16 May 2018

## Spa Life Germany

Gesundheitsresort Freiburg,  
Freiburg im Breisgau, Germany  
Product innovations, networking  
opportunities and a conference.  
[www.spa-life.eu](http://www.spa-life.eu)

15-17 May 2018

## Asia Pool & Spa Expo

Poly World Trade Expo Center,  
Guangzhou, China  
A leading industry trade fair for the spas,  
sauna, bath and water parks.  
[www.poolspabathchina.com](http://www.poolspabathchina.com)

20-23 May 2018

## SPATEC Spring North America

Ritz Carlton Sarasota, Florida, US  
The event will bring together American spa  
operators to meet with key leading domestic  
and international suppliers in a series of one-  
to-one meetings, along with social events.  
[www.spatevents.com](http://www.spatevents.com)

21-22 May 2018

## World Spa & Wellness Asia

JW Marriott Resort, Phuket, Thailand  
The new one-to-one event will consist of  
an inspirational conference, intimate brand  
showcase and a networking programme.  
[www.worldspawellness.com](http://www.worldspawellness.com)

23-25 May 2018

## 23rd Annual ESPA Congress

Domburg, Zeeland, The Netherlands  
The European Spa Association (ESPA)  
Annual Congress is a multi-day event that  
brings together representatives from spa  
and thermal associations across Europe.  
[www.espacongress.eu](http://www.espacongress.eu)

4-5 June 2018

## Hotel Summit

Radisson Blu Hotel, Stansted, London  
The Hotel Summit is specifically  
organised for senior professionals who are  
directly responsible for purchasing and  
procurement within their organisation.  
[www.hotel-summit.co.uk](http://www.hotel-summit.co.uk)

7 June 2018

## Forum HOTEL&SPA

Four Seasons Hotel George V  
Paris, France  
A one-day event for the European spa  
industry with speakers and discussions.  
[www.forumhotspa.com](http://www.forumhotspa.com)



The event encourages people to change one aspect of their lives for the better for that day

9 June 2018

## Global Wellness Day

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movement to encourage people to  
change one aspect of their lives for  
the better for that day – and hopefully

thereafter. Championed by ambassadors  
in different countries, the majority of  
whom come from the spa industry,  
Global Wellness Day events and  
activities now take place in more than  
100 countries around the world.  
[www.globalwellnessday.org](http://www.globalwellnessday.org)

13-14 June 2018

## Hospitality Minds Europe

London  
Brings together 200+ hospitality decision-  
makers start-ups, tech companies, investors,  
architects and designers.  
[www.wplgroup.com/aci/event/hospitality-minds-europe/](http://www.wplgroup.com/aci/event/hospitality-minds-europe/)

18-19 June 2018

## Spa Life Ireland

Johnstown Estate Hotel & Spa, Ireland  
Product innovations, networking  
opportunities and a conference.  
[www.spa-life.ie](http://www.spa-life.ie)

20-23 June 2018

## SPATEC Europe

Mövenpick Hotel, Marrakech, Morocco  
Brings together spas spa operators and  
suppliers to participate in a series of one-  
on-one meetings over two business days.  
[www.spatevents.com](http://www.spatevents.com)

29-31 July 2018

## Cosmoprof North America

Mandalay Bay Convention Center,  
Las Vegas, US  
A B2B beauty event and launching pad for  
new beauty brands, product innovations  
and more. Brings together American spa  
operators to meet with key leading domestic  
and international suppliers in a series of one-  
to-one meetings, along with social events.  
[www.cosmoprofnorthamerica.com](http://www.cosmoprofnorthamerica.com)

6-9 September 2018

## CIDESCO International Congress

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## Aufguss championships announced

Between 28 June and 1 July 2018, the best German Aufguss masters will compete at the official German Aufguss Championships in Badergarten Eibenstock.

The Aufguss is a wellness ritual performed in a sauna designed to heighten the sauna's effects. Aufguss masters develop a choreography on a topic of their choice and use music, costume dress, aromas and light effects in order to narrate their story.

A total of 50 Aufguss masters will compete in single and team events. Last year's championships saw a show about the musician Falco, as well as a story about an ugly duckling.

The sauna infusions presented at the championships drew 5,000 sauna guests last year, and that event's organisers, the Obermain Thermal Spa in Bad



Sauna aufguss masters develop choreography on a topic of their own choice and use music, aromas and light effects to narrate

Staffelstein, saw an 80 per cent increase in sauna guests during the championships.

The top three German Aufguss champions will go on to the Aufguss World Championships, which take place 17-23 September 2018.

Details: [http://lei.sr?a=b4n4N\\_S](http://lei.sr?a=b4n4N_S)

## Kohl to receive ISPA contributor award

The International Spa Association (ISPA) will present Jeff Kohl, former chief operating officer of Spa & Club Ideations, with the 2018 ISPA Dedicated Contributor Award at the 28th annual ISPA Conference & Expo at the Phoenix Convention Center in Phoenix, US, set to take place 24-26 September.

"Jeff has dedicated countless hours of service to the International SPA Association not only in his volunteer work, but through his career," said ISPA president Lynne McNees. "His leadership and contributions continue to benefit ISPA members today. We are grateful he has and continues to be a dedicated leader of the ISPA community."

Kohl, now with Barrett Business Services (BBSI), has more than 25 years of experience in luxury hospitality and spa operations. His roles within the industry have included business development consultant to the Mayo Clinic, where he was a key player in its initiative to provide a blend of traditional spa treatments and the Clinic's medical and aesthetics services to the community, as



Kohl has called for greater integration between spa and fitness

well as COO at Elizabeth Arden Red Door Spas, where he directed global operations, built strategic partnerships and manage 30 full-service spa and salon properties.

In 2001, Kohl and his wife Michele established Spa & Club Ideations as a resource to industry businesses seeking guidance in their efforts to expand, transform and streamline their operations. The company's mission is to increase the competitive advantage of businesses by providing consulting services and broad industry expertise.

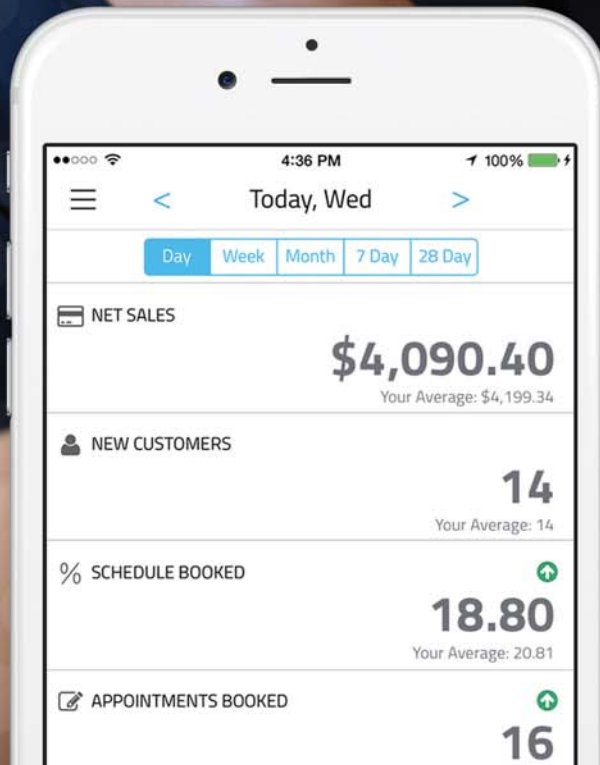
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### We offer our Spa Therapists world class benefits but not limited to:

- Team member discounts on hotel stays and dining across the group
- Highly competitive salary within the luxury London Hotel sector
- Free laundry and complimentary meals whilst on duty
- Colleague recognition and reward programmes
- An exciting range of learning and development programmes
- Opportunities for promotion and transfers across the group
- Colleague Social events and Wellness programmes

### About us:

In 2018 Adam D. Tihany will oversee the design of the next-generation Spa at Mandarin Oriental, London, which will be significantly expanded to include a couple's suite and an exclusive Mandarin Oriental Spa Wellness & Beauty concept, offering powerful and effective cosmeceutical and therapeutic treatments for both men and women.

The newly unveiled Spa at Mandarin Oriental, London will offer new services, many exclusive to London, inviting guests and members to discover a global well-being approach, encompassing both wellness and beauty.

With the extensive renovation a newly created position has arisen for a Spa Therapist. Reporting directly to the Spa Treatment Manager the ideal candidate will have previous experience in a similar role within the luxury sectors. The successful candidate will have strong organisational abilities, outstanding operational knowledge, an attention to detail as well as a passion for delivering guest service at the highest level.

### Your career:

Working at Mandarin Oriental isn't just a job; it provides an opportunity to build a career for life with the potential to travel the world within our unique organization. Our people aim high and we support them all the way by providing career advancement and Learning and Development programmes designed to enable our colleagues to be the best. We do this by developing our Colleagues and encouraging them to take on new challenges, thus allowing us to identify their potential and help them expand their careers as the group's expansion plans take effect over the next few years with many new hotel openings on the horizon.

### Eligibility:

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.

### Apply now:

<http://lei.sr?a=u6v1v>





GRAYSHOTT  
HEALTH SPA

# Spa Therapist

Full Time, Competitive Salary All Locations



## Grayshott Medical Spa are looking Spa Therapists to join their Award-Winning Team.

Set in 47 acres of gardens and grounds, adjoining 700 acres of stunning countryside, Grayshott is only one hour's drive from London. The spa is located in the peace and tranquillity of the Surrey countryside and is a world away from stresses and strains of modern living. Its little wonder that we have received a clutch of prestigious awards.

- Good Spa Guide Best Wellness Programme
- Conde Nast Traveller Voted 14th Destination Spa Worldwide
- Spa Traveller Best UK Spa Cuisine
- Spa Traveller Top UK Spa Therapist
- England's Best Wellness Retreat 2017

The ideal candidate should have a passion for delivering great customer service and memorable treatments, a can-do attitude and the ability to multi-task and smile under pressure.

### Spa Therapists will be responsible for:

- Consistently performing all spa treatments as per product and spa training.
- Providing exceptional, memorable guest service at all times.
- Maintaining the cleanliness and health and safety of the work place.
- Up-selling spa treatments and products.
- Carrying out Spa reception duties as required.
- Assist with demonstrations as and when required.
- Skills and Knowledge
- Recognised beauty therapy qualification e.g. NVQ Level 3/ HND in beauty therapy along with previous experience in a luxury spa environment.

- Previous experience in luxury spa or high-profile salon.
- A capability and commitment to delivering high levels of guest care.
- An outgoing personality with a proven sales track record.
- A smart and professional appearance.
- A positive attitude and excellent communication skills
- The enthusiasm to be part of a team.
- Flexibility in attitude, approach and working hours (to include weekends and bank holidays)

### What we offer YOU

- Competitive salary
- Uniform
- Extensive training both internally and externally
- Professional learning and Development opportunities
- Meals on duty
- Retail / Treatment Commission
- Use of the facilities at designated times.
- Accommodation available

### Eligibility:

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process

Apply now:

<http://lei.sr?a=e0z5E>



# SPA MANAGER

SALARY: FROM £30,000  
LOCATION: BORROWDALE, KESWICK

We are looking for a Spa Manager who can consistently deliver a high-quality spa experience for hotel guests and day-spa visitors which is commensurate with the exceptional new spa facility and overall investment.

Steering both the financial, and team performance, to the highest levels and demonstrating strong leadership to shape the future of the business. Demonstrating a knowledge of “wellness” treatments and the benefits of spa use to become an ambassador for the spa brand.

### PERSONAL CHARACTERISTICS

- Excellent personal presentation
- A great communicator
- High degree of organisation, prioritisation and time management
- Self-motivated, enthusiastic
- Flexible approach to work
- A genuine commitment to excellence in customer service

**For more information and to apply please visit: <http://lei.sr?a=V9S1L>**





# Spa Supervisor



**Salary:** €12 per hour

**Location:** Galway, Ireland

**We are currently seeking a Spa Supervisor who has a passion for the spa industry to deliver a very high standard of treatment, retail sales and customer service in one of the most breathtaking spas in Ireland.**

## **Objective**

The Spa Supervisor will oversee the spa coordinators and spa attendants and will lend support when needed while also carrying out Treatments. The Spa Supervisor will also assist the Spa Manager in the day to day operations of the department and oversee all spa operations in the Spa Manager's absence.

You will form part of a friendly team at Delphi Resort which provides staff accommodation and meals along with complimentary staff adventure activities at Delphi Adventure Center - one of the leading adventure centres in Ireland providing up to 20 adventure activities daily.

Attractive package for the right candidate.

## **Job Responsibilities:**

- Responsible for training all new front desk staff, and spa attendants and ensuring all job requirements and standards are met directed by the Spa Manager.
- Knowledge of Spa Software System.
- Proficient with computers including Microsoft Office.
- Effectively resolve guest complaints and communicate with the Spa Manager regarding issues and resolutions.
- Assist the Spa Manager in coaching and evaluating of spa team performance.
- Assist with monthly inventory.
- Maintain all guest supplies and assist in ordering as needed.
- Maintain retail area and check retail stock daily.
- Strong retail skills.
- Answer questions about available services, general property information and amenities for Delphi Resort.
- Ensure cleanliness of all guests' areas.
- Perform other reasonable job duties as requested by the Spa Manger.

**For more information and to apply please visit: <http://lei.sr?a=r1f9P>**



CELTIC MANOR  
HOTELS, RESORTS, CONFERENCES

# SPA THERAPIST

NEWPORT, UNITED KINGDOM

Highly trained ✓ Qualified to NVQ Level 3 ✓ Experienced ✓ Enthusiastic to learn more ✓

If you are magic at massage and fantastic at facials, then you could be for us. We're looking for a Spa Therapist to join our award winning team and spa\*.

The Celtic Manor Resort houses two luxurious spas with 16 gorgeous treatment rooms, offering the latest in therapies with leading products, ready and waiting for you to get your hands on.

When you join the Celtic Manor family, you get some pampering too!

### Celtic Manor Resort family benefits include:

- Very competitive rates of pay, which are reviewed on a regular basis £8.30 - £9.58 per hour, depending on experience.
- Attractive commission scheme
- Own in house Celtic College
- 28 holiday days per year
- Free Meals on Duty
- Discounted Leisure Membership
- Childcare Voucher Scheme
- Cycle 2 Work Scheme
- Discounted Room Rates
- Discounted Food & Beverage Rates
- Discounted Spa & Resort Retail
- Discounted On-Site Activities
- Staff Accommodation £459pcm (subject to availability)

\*Voted Readers' Choice Best UK Hotel Spa & Best UK Spa Manager 2015 Spa Traveller awards.

*In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of the eligibility will be required from candidates as part of the recruitment process.*

*The Celtic Manor Resort is an equal opportunity employer and would welcome interest from applicants of all ages.*



Apply now - <http://lei.sr?a=i3G2m>





## Be at the start of an exciting new massage brand.

The Massage Company™ is looking for ambitious Assistant Managers and Sales Supervisors to help lead our exciting, new massage concept at our flagship centre in Camberley.

To be successful you will need to share our passion for bringing high-quality massage to the mainstream; transforming it from the occasional or a treat to a routine and vital part of a better and balanced life for our clients. With other sites opening soon, both these roles offer excellent career progression into higher management and/or new site opening positions.

## Assistant Centre Manager

SURREY, UK

£ Competitive full-time (part-time available) plus commission

As an ACM you'll be establishing operational processes and creating excellent guest experiences. You'll help train and develop our therapists and sales supervisors in some of the core skills they need as well as helping to promote The Massage Company™ ethos. You'll also be promoting the sale of memberships and of our exciting range of upgrade massage products and services as well as being responsible for scheduling appointments for our clients.

You'll need to have worked in a very customer service oriented role, be able to speak fluent English and have the right to work within the UK. But most importantly you must be passionate about bringing high-quality massage to the mainstream.

## Membership Sales Supervisor

SURREY, UK

£ Competitive full-time (part-time available) plus commission

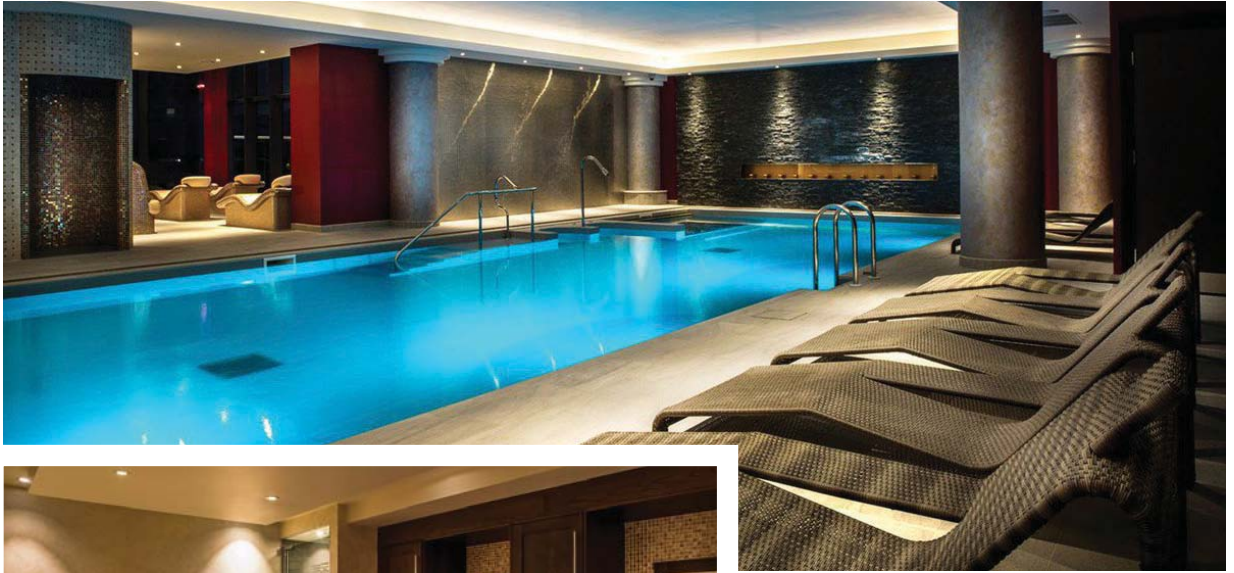
As a MSS you'll be generating new clientele and promoting The Massage Company™ brand. You'll provide clients with the best massage service advice to fit their needs and by matching them to the right therapist as well as promoting our internal upgrades of massage products and services.

You'll also be helping to create an excellent guest experience and occasionally being part of promotional activity both onsite and offsite locally.

For both roles, you'll need to have worked in a very customer service oriented role, be able to speak fluent English and already have the legal right to work in the UK. But most importantly you must be passionate about bringing high-quality massage to the mainstream.

**For more information about these opportunities and to apply visit: <http://lei.sr?a=L2I3f>**





# SPA THERAPIST



Competitive Salary & Benefits Package Location: Birmingham

### The exciting opportunity

Resorts World Birmingham is a £150m leisure and entertainment complex, located at the NEC, offering guests an unrivalled leisure experience all under one roof. With a 4\* Boutique Hotel, International Casino and Sports Bar, 12 bars and restaurants, and an 11 screen cinema offering the UK's first purpose built IMAX screen, we provide the perfect location for after show parties and overnight stays.

A fantastic opportunity has arisen for an enthusiastic Spa Therapist to join the award winning Santai Spa at Resorts World Birmingham. Voted "Best Spa in Birmingham 2016", our 5\* luxury spa includes 7 treatment rooms and an outdoor hot tub overlooking Pendigo Lake. The spa is undergoing a stunning refurbishment in April to include a brand new gym and relaxation area.

Our product offering is ESPA and OPI nails. We also specialise in Wavestone massage and cancer specialist touch massage. Full training will be provided.

### Key duties and skills required

- Carry out ESPA treatments in a professional, warm, and friendly manner.
- Conduct thorough consultations to fully understand client's personal needs; educating your clients on their skin and recommended products.
- Passionate about the beauty industry and offer a memorable guest experience to every client.

- Highly motivated with a positive 'can do' attitude.
- Be a confident and effective communicator, who can demonstrate their ability to converse with a wide variety of guests and colleagues at all levels
- Have excellent communication skills and a friendly personality, as well as a flair for sales, to ensure that every guest leaves happy and keeps coming back.

### Essential:

- NVQ level 2 & 3 in Beauty Therapy or equivalent
- Experienced with treatments including; facials, nails, body treatments and massages (minimum 1 year experience)
- Flexible to work weekends, weekdays and evenings as and when required

### What we can offer you

- Competitive salary & benefits package
- Flexible benefits such as health cash plan, dentist insurance, childcare vouchers etc.
- 28 days holiday (+ holiday purchase scheme to buy an additional 5 days)
- Positive and fun working environment with company funded social events
- Free gym membership for Spa employees
- 50% food and drink at the Resort (\*Genting operated areas)
- Free parking on site
- Numerous other discounted good and services

Apply now: <http://lei.sr?a=0H5I2>





CAREER OPPORTUNITIES

WTS INTERNATIONAL



# SPA DIRECTOR

LOCATION: NEW YORK CITY, UNITED STATES

SALARY: \$105,000 - \$115,000

**WTS International, one of the world's leading spa and fitness consulting and management firms, is seeking a Spa Director for a Luxury Hotel Spa in New York City.**

Responsible for the day-to-day operations of the facility to include: establishing and meeting the budget and financial goals of the organization, implementing a strategic plan to include marketing initiatives and staff training, acting as the liaison to other revenue centers on property, and professionally represents the facility and WTS International. Uses the ability to lead and motivate staff to achieve goals and exceed guest expectations.

### QUALIFICATIONS

- Bachelor's degree or comparable spa management experience.
- 2+ years of successful spa management experience.
- Knowledge of professional spa services and treatments.
- Knowledge of retail operations and inventory systems.
- Effective leadership skills and a strong work ethic.
- Excellent customer service skills.

- Efficient, well organized, and able to handle a variety of duties simultaneously.
- Creative in marketing and promotions.
- Sales oriented.
- Energetic, enthusiastic and motivational.
- Professional manner, discretion, and appearance.
- Excellent verbal and written skills.
- Ability to show initiative and make decisions.
- Normal work hours: Varied to include nights, weekends, and holidays.
- Proficient in spa software (Spa Biz, Spa Soft or Visual One) and Microsoft Office products.
- CPR/First Aid Certified.
- Must be in a physical condition to project the health and wellness ideals of the spa environment.
- Medium Work: Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently, and/or up to 10 pounds of constantly to move objects.
- The employee may occasionally lift and/or move up to 25 pounds.

**For more information and to apply for this great opportunity, please click the 'Apply Now' link below**

*WTS International, Inc. is an equal employment opportunity employer that is committed to having a diverse workforce.*

**APPLY NOW: <http://lei.sr?a=C4v6N>**

# Citterio to keynote this year's GWS

*Continued from front cover*  
Ellis continued: "Antonio Citterio is a global superstar in this arena. Italy is famous for its outstanding and forward-thinking design, and Antonio is the personification of this well-deserved accolade. He will inspire and delight Summit delegates."

Citterio has been awarded the Compasso d'Oro-ADI twice, and his creations are included in the Museum of Modern Art's permanent collection in New York. He was also a professor of Architectural Design at the Mendrisio Academy of Architecture in Switzerland.

"I am passionate about addressing the audience at the Global Wellness Summit and sharing my ideas about the future of design and how it will impact wellness," said Citterio. "Since 2000, our firm has worked to design healthy environments at hospitality venues and in workplaces, such as the Technogym Village, as well as create designs



Citterio designed the Technogym Village, where GWS will take place

for fitness equipment. The Summit is the ideal conference to discuss why designing for health and wellness is of such importance."

Technogym president Nerio Alessandri said: "Antonio Citterio is with no doubts among the most prominent architects in the world. Over the years, Antonio has also become a wellness expert, since...he has...designed the Technogym Village and our Personal Collection products."

*Details: [http://lei.sr?a=D5V9b\\_S](http://lei.sr?a=D5V9b_S)*

# Details of MO Hyde Park revealed

New York-based hospitality designer Adam D. Tihany has revealed details of the newly renovated spa at The Mandarin Oriental Hyde Park in London.

The Spa at Mandarin Oriental is due to open in May this year and was overseen by Tihany and his design studio. It unites traditional Chinese elements with a contemporary environment, and will feature a nature-inspired colour palette, with solid wood and precious metals. It will also include two floral walls, to symbolise rebirth and energy flow.

"Our work centres around the art of moving people through space and creating an atmosphere that is unique and inspirational. People go to a spa looking for a particular experience; our job is to direct the attention and engage the senses in a way that will enrich the experience," said Tihany. "We want guests entering the new spa to immediately feel enveloped in luxury and tranquility.

"We relay the sense of tranquility with the use of soft lines and neutral tones that are also reflected in glass panel features and more subtle metallic finishes," he added.

The spa will have 14 treatment rooms, and a new Oriental suite with two massage beds and a Rasul water temple. The extensive spa treatment menu will feature a range



Adam D. Tihany has designed the spa at Mandarin Oriental's Hyde Park location in London

of Mandarin Oriental's own signature therapies, as well as treatments from brand-partners Aromatherapy Associates, Sodashi and Linda Meredith. The spa has also announced a new partnership with Swiss cosmeceutical brand Nescens, and will offer anti-ageing face and body treatments.

The spa will also include two beauty rooms, a Bastien Gonzalez nail studio, a room for traditional Asante Chinese Medicine treatments, and a Technogym fitness centre.

*Details: [http://lei.sr?a=C9Z5g\\_S](http://lei.sr?a=C9Z5g_S)*

## Argentina Spa Association

T: +54 11 4468 0879 W: [www.asociacionspa.org](http://www.asociacionspa.org)

## Association of Malaysian Spas (AMSPA)

T: +603 4253 3478 W: [www.amspa.org.my](http://www.amspa.org.my)

## Australasian Spa Association

T: +61 4 3003 3174 W: [www.spaandwellness.com.au](http://www.spaandwellness.com.au)

## Bali Spa and Wellness Association (BSWA)

W: [www.balispawellness-association.org](http://www.balispawellness-association.org)

## Brazilian Spas Association

T: +55 11 2307 5595 W: [www.abcspas.com.br](http://www.abcspas.com.br)

## Bulgarian Union for Balneology and Spa Tourism (BUBSPA)

T: +359 2 942 7130 W: [www.bubspa.org](http://www.bubspa.org)

## China Spa Association

T: +86 21 5385 8951 W: [www.chinaspaassociation.com](http://www.chinaspaassociation.com)

## Association of Spas of the Czech Republic

T: +420 606 063 145 W: [www.jedmedolazni.cz](http://www.jedmedolazni.cz)

## The Day Spa Association (US)

T: +1 877 851 8998 W: [www.dayspaassociation.com](http://www.dayspaassociation.com)

## Estonian Spa Association

T: +372 510 9306 W: [www.estonianspas.eu](http://www.estonianspas.eu)

## European Spas Association

T: +32 2 282 0558 W: [www.espa-ehv.com](http://www.espa-ehv.com)

## Federation of Holistic Therapists (FHT)

T: +44 23 8062 4350 W: [www.fht.org.uk](http://www.fht.org.uk)

## French Spa Association (SPA-A)

W: [www.spa-a.com](http://www.spa-a.com)

## German Spa Association

T: +49 30 24 63 692-0 W: [www.deutscher-heilbaederverband.de](http://www.deutscher-heilbaederverband.de)

## Hungarian Baths Association

T: +36 1 220 2282 W: [www.furdoszovetseg.hu/en](http://www.furdoszovetseg.hu/en)

## The Iceland Spa Association

W: [www.visitspas.eu/iceland](http://www.visitspas.eu/iceland)

## The International Medical Spa Association

T: +1 877 851 8998 W: [www.dayspaassociation.com/imsa](http://www.dayspaassociation.com/imsa)

## International Spa & Wellness Association (ISWA)

T: +49 69 130 25 86 0 W: [www.iswa.de](http://www.iswa.de)

## International Spa Association (ISPA)

T: +1 859 226 4326 W: [www.experienceispa.com](http://www.experienceispa.com)

## Japan Spa Association

W: [www.j-spa.jp](http://www.j-spa.jp)

## Leading Spas of Canada

T: +1 800 704 6393 W: [www.leadingspasofcanada.com](http://www.leadingspasofcanada.com)

## National Guild of Spa Experts Russia

T: +7 495 226 4289 W: [www.russiaspas.ru](http://www.russiaspas.ru)

## Portuguese Spas Association

T: +351 217 940 574 W: [www.termasportugal.pt](http://www.termasportugal.pt)

## Romanian Spa Organization

T: +40 21 322 01 88 W: [www.romanian-spas.ro](http://www.romanian-spas.ro)

## Salt Therapy Association

W: [www.salttherapyassociation.org](http://www.salttherapyassociation.org)

## Samui Spa Association

T: +66 7742 08712 W: [www.samuispaassociation.com](http://www.samuispaassociation.com)

## Serbian Spas and Resorts Association

T: +381 36 611 110 W: [www.serbianspas.org](http://www.serbianspas.org)

## South African Spa Association

T: +27 11 447 9959 W: [www.saspaassociation.co.za](http://www.saspaassociation.co.za)

## Spanish National Spa Association

T: +34 902 1176 22 W: [www.balnearios.org](http://www.balnearios.org)

## Spa Association of India

T: +91 995 889 5151 W: [www.spaassociationofindia.in](http://www.spaassociationofindia.in)

## Spa Association Singapore

T: +65 6223 1158 W: [www.spaassociation.org.sg](http://www.spaassociation.org.sg)

## Spa & Wellness Africa Association

W: [www.spaassociationofafrica.com](http://www.spaassociationofafrica.com)

## Spa & Wellness International Council (SWIC)

T: +7 4957640203 W: [www.iswic.ru](http://www.iswic.ru)

## Taiwan Spa Association

W: [www.tspta.tw](http://www.tspta.tw)

## Thai Spa Association

T: +66 2168 7094 W: [www.thaispaassociation.com](http://www.thaispaassociation.com)

## Turkish Spa Association

T: +90 212 635 1201 W: [www.spa-turkey.com](http://www.spa-turkey.com)

## The UK Spa Association

T: +44 8707 800 787 W: [www.spabusinessassociation.co.uk](http://www.spabusinessassociation.co.uk)

## Ukrainian SPA Association

T: +3 8044 253 74 79 W: [www.spaua.org](http://www.spaua.org)