

# spa opportunities

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## Mövenpick's first property in India

Switzerland-based hospitality group Mövenpick Hotels and Resorts has made its first move into India with the launch of a new 182-room property in the heart of Bangalore.

Facilities at the Mövenpick Hotel and Spa Bangalore includes the Sohum Spa, which boasts eight treatment rooms offering a range of Ayurveda-inspired therapies. Oriental and European healing techniques will also be on offer at the spa, which comprises a design inspired by the Hindu temple architecture of South India.

Leisure facilities at the new hotel also include an infinity edge swimming pool on the second floor and a fitness centre with dedicated rooms for Yoga and meditation on the 12th floor. Elsewhere, four dining and entertainment options are provided – including the 24-hour My Place eatery and the 1920s art deco-inspired Obsidian bar.



The property will include a Sohum-branded spa offering Ayurveda

Kodandaram Ramaiah, managing director of hotel owner MSR Hotel (Bangalore), said: "The company has built up a large profile in Europe, Africa and the Middle East and are very positive to drawing in global travellers who know the brand."

Mövenpick Hotels and Resorts is planning further expansion into India, with a second site – Mövenpick Dharamshala Resort and Spa – due to open in 2013.



Leonia has plans to expand its wellness concept

## Leonia to begin Leojuventa rollout in November

Indian spa operator Leonia is preparing to launch the first of three new Leojuventa-branded spas in November.

The £2m (£2.26m, US\$3.1m) standalone spa in Jaipur will cover up to 10,000sq ft (929sq m) with eight therapy rooms.

The next to open will be a spa in Visakhapatnam (December 2012), and a 20,000sq ft (1,858sq m) spa with 15 therapy rooms in Mumbai (October 2014).

Each spa will be designed by Leonia's in-house team of architects with input from the Leonia's owners, Leo Meridian Infrastructure Projects and Hotels

## Hilton to enter Iraq with US property developer

Hilton Worldwide is set to open its first hotel in Erbil in northern Iraq in 2013. It has agreed a management deal for the 200-room property with New York, US-based real estate developer The Claremont Group.

Facilities at the DoubleTree Erbil will include a wellness zone and health club, swimming pool, two restaurants and conferencing spaces.

Hilton is the latest global hotel group to have announced plans to re-enter Iraq. In July, Marriott International revealed its plans to launch two hotels in Erbil.

## Hotel groups set up carbon scheme

Marriott International, Accor and InterContinental Hotels Group are among the hotel groups to join forces in a new initiative to reach consensus over the calculation of carbon footprints.

The International Tourism Partnership and World Travel and Tourism Council are driving the venture, which aims to agree a single methodology for measuring carbon impact.

Other companies participating in the Carbon Measurement Working Group include Wyndham Worldwide; Mövenpick Hotels and Resorts; Premier Inn; and Hilton Worldwide. MGM Resorts International; Hyatt Hotels and Resorts; Red Carnation Hotel Collection;



The Courtyard hotel in Maryland is LEED certified

and Fairmont Hotels and Resorts are also taking part, along with Starwood Hotels and Resorts.

A multi-phased approach will see the working group engage a number of stakeholders, with aim of the first phase to have the standards available for the 2012 RFP season.

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## Gold Coast launch for latest eforea

The latest addition to Hilton Worldwide's portfolio of eforea spas has opened at the Hilton Surfers Paradise property on Australia's Gold Coast.

It is the first purpose-built spa of its kind at a Hilton property in Australia and will have seven treatment rooms – each of which will feature a contemporary Vichy shower.

Two double rooms for couples will also be available at the new Hilton Surfers Paradise spa, which will use products from L'ITYA and VitaMan, as well as Kerstin Florian.

Peter Thomas Roth products are also to be on offer at the eforea: spa at Hilton, which is set to become the second eforea facility in Australia – the first of which is at Park Melbourne.

Hilton Surfers Paradise spa manager Melanie James said: "The eforea: spa at Hilton concept caters for both male and female guests and aims



The eforea brand is centred on "escaping the fast pace of modern life"

to deliver an individual journey to enlighten the senses and relax the body.

"The word eforea itself describes a place where people today want to escape to from the fast pace of modern life. From the lounge to the therapy rooms, the journey from one space to the next at eforea is a sensory experience."

## Africology launches first branded spa in the UK

South African spa brand Africology has teamed up with the Blowz salon and spa in the West End of London to launch its first ever Africology-branded spa in the UK.

From the end of this month (September), all treatments at Blowz will use Africology

products while the products will also go on sale at the Blowz retail zone.

Africology owner and CEO Renchia Droganis has partnered with Rachele Moulai on the project, with Moulai being named spa director of the Africology Spa at Blowz.

## Rezidor to open third Tunisian hotel

Rezidor has agreed a management deal for the Hotel Riu Park El Kebir in Hammamet, which will be re-branded as Park Inn Hammamet and open in Q2 2012 following a full redevelopment.

The property will be the group's third hotel in Tunisia – it already operates the Park Inn Ulysse Resort & Thalasso and the award winning Radisson Blu Resort and Thalasso in Djerba.

The new Park Inn Hammamet will boast 273 bedrooms and 63 villas. Facilities will include a Thalasso Spa, four outdoor and one indoor swimming pools, four restaurants and a range of sporting and fitness facilities.

Kurt Ritter, president and CEO of Rezidor, said: "We're delighted to further strengthen our



Rezidor will rebrand and completely redevelop the existing resort

presence in Tunisia and to come to Hammamet – one of North Africa's first and most popular resort destinations.

"It is a pleasure for us to start our cooperation with the CARTE insurance group which owns the new hotel, and we look forward to further joint projects."



## Social media mapping 'underused'

Spa companies wanting to connect with new clients through social media should make sure they utilise social media mapping products, according to Marc Smith, chief social scientist at Connected Action Consulting.

Speaking at this year's Global Spa Summit (GSS) event, Smith said that social media maps can help spas identify the people igniting spa and wellness-related conversations in their communities.

"Social media network maps can also help filter the torrent of traffic by identifying the people at the centre of each conversation," Smith said.

"Following these individuals often generates a return follow. This is the first step to gaining a collection of influential followers who can help amplify your messages. Listening to these key people and selectively repeating or



Marc Smith championed social media mapping during this year's GSS

retweeting their best comments is a good way to ensure that your next tweet gets head and rebroadcasted to a wider audience than you can reach yourself."

To read more on Smith's speech at GSS, see the latest issue (Issue 3) of *Spa Business*: <http://bit.ly/nMwL9s>

## Design spa hotel opens in Croatia

Croatian hotel group Maistra has opened its latest property – the 248-bedroom Lone Hotel in the city of Rovinj.

Designed by architects 3LHD and Silvijo Novak, the HRK335m (US\$61m, €44m, £39m) hotel's facilities include a 1,700sq m spa and wellness centre, restaurants and conferencing space. It is the first Croatian hotel to join the Design Hotels scheme – a membership scheme for design-led hotels.

The spa, designed by The Netherlands-based 4SeasonsSpa, boasts eight treatment rooms and a sauna area with a scented steam sauna, Finnish sauna and infrared sauna.

There is also an indoor fresh-water swimming pool with special hydro-massage effects, a relaxation area and a health and fitness club.



The design-led hotel will include a ay spa created by 4SeasonsSpa

The spa's signature spaces are the two specially designed and connected rooms, so called "sunken rooms", offering floating and relaxing on hydro massage beds and chairs. The treatments at the spa are focused on facial and body treatments, massages and baths with special emphasis on individual approach.

## Green Spa Network announces speakers for congress

The Green Spa Network has announced the speaker lineup for its fourth annual congress on sustainability being held between 9 and 12 October at Robert Redford's The Sundance Resort near Park City, Utah. Speakers at this year's event include Robert Zimmer, developer

of Sundance and former CEO of Rosewood Hotels; David Oakey, sustainability expert from Interface Corp.

The talks will cover topics such as smart design, the evolution of spas to vitality centers, and social responsibility.



An artist's impression of the Wuhan property

## Ritz-Carlton secures two further Chinese properties

The Ritz-Carlton Hotel Company has signed a deal with property developer Shanghai Greenland Group to operate two hotels in Wuhan and Dalian, China.

Both will be branded as Ritz-Carlton and the two hotels will be built at the top of landmark developments.

The 330-bedroom Ritz-Carlton, Wuhan will be located at the top of the 606-meter-high Wuhan Greenland Center, while the 300-bedroom Ritz-Carlton, Dalian will occupy floors 64-81 of the 518-meter-high Dalian Greenland Center - both will be the tallest buildings in each city.

The openings are part of the US-based group's plans to have 13 hotels in China by 2016. Exact details for the hotels are to be confirmed but both will boast a large luxury spa and extensive conferencing spaces.

Facilities at the Wuhan hotel will include a spa and health club, indoor swimming pool and three restaurants, while the Dalian property will boast offer a spa and a variety of restaurants bars.

## Meliá opens luxury hotel in Genova

Spanish hotel operator Meliá has opened its newest Italian property in the city of Genova – its third hotel in the country.

The opening of the luxury property forms part of the company's expansion strategy, which has seen it sign management deals for a total of 11 hotels so far this year.

The 99-bedroom Meliá Génova is located in the heart of the city, within the historical "Bentley Hotel" building built in 1929. The building has been totally refurbished and converted into a luxury hotel.

Facilities include a spa and wellness area with treatment rooms, indoor swimming pool, Turkish baths, spa pools, tropical showers and a relaxation area.

## St Raphael resort in Limassol, Cyprus adds spa

St Raphael Resort in Limassol, Cyprus, has opened the doors to its new Serenity-branded spa.

The spa replaces the hotel's former health and beauty centre and features treatment rooms, an indoor swimming pool, water-jet massage bed, rasul, a solarium, a beautician's suite, dedicated manicure/pedicure room, a relaxation area as well as a private sauna and steamroom.

The spa offers a range of traditional treatments using Declor and Neoderma products – such as hot-stone massages, Indian head massages, body wraps, reflexology, anti-cellulite treatments as well as treatments for expectant mums.



The spa will boast a traditional Moroccan theme

## Luxury spa to open at London's Dolphin Square

A Moroccan-themed spa at Dolphin House in London, UK will launch on 17 October. Inspired by the ancient cleansing and purifying ritual of a Moroccan hammam, The Spa in Dolphin House boasts to be London's first to offer both an authentic Moroccan hammam and rasul as well as a traditional salt infused steamroom.

The 4,000sq ft spa is the brainchild of Dolphin House's general manager, Neil Miller-Chalk, the interiors will incorporate 'the essence' of Morocco through a fusion of contemporary interior design and evocative decoration. Facilities will include five treatment rooms, two studios, relaxation lounges and walled courtyard.

The selection of product houses includes La Sultane de Saba, Comfort Zone, Murad, Aromatherapy Associates and SpaRitual.

The spa treatments and rituals will use mineral-rich water drawn from Dolphin Square's artesian well, the only remaining 'working' artesian well in Westminster.

## £80m NEC complex to include spa

Galliford Try has announced that it has been selected as Genting UK's preferred contractor for the planned £80m Resorts World at The National Exhibition Centre (NEC) leisure and entertainment development.

The 55,000sq m (592,015sq ft) complex is expected to feature a Genting-operated casino; a hotel; a spa; a banqueting/conference centre; food/drink outlets and a multi-screen cinema.

It is hoped that work will commence during the first quarter of 2012, with Resorts World at The NEC currently scheduled for completion during the first quarter of 2014.

Galliford Try chief executive Greg Fitzgerald said: "We are delighted to be selected as preferred bidder by Genting UK for what will be one of the most significant leisure and entertainment developments to be built in the UK



The spa will be located within the large leisure and entertainment centre

in recent years. We are delighted to be selected as preferred bidder by Genting UK for what will be one of the most significant leisure and entertainment developments to be built in the UK in recent years."

In June, Solihull Council gave plans for the new leisure and entertainment complex a boost after it confirmed that Genting UK had awarded a large casino premises licence.

## Langham continues Chinese expansion

Langham Hospitality Group (LHG) has signed a management agreement with Xuzhou Bodun Real Property Company for the 340-room Eaton Luxe, Xuzhou in Jiangsu Province, China.

The property, which is scheduled to open in 2012, is Langham's 30th hotel in the country. Facilities will include a Chuan-branded luxury spa, swimming pool, health club and a wide range of restaurants and bars.

The extensive leisure facilities are partly to support meetings, incentives, conventions and exhibitions (MICE) activities, which will form a key component of the property's business. The hotel's events spaces will include a 1,300sq m grand ballroom and several meeting rooms.



The new Eaton Luxe property will include a Chuan-branded luxury spa

LHG is a wholly-owned subsidiary of Great Eagle Holdings which was founded in 1963 and listed on the Hong Kong Stock Exchange in 1972. Its brands include the Langham, Langham Place, the upscale Eaton Luxe, mid-scale Eaton Smart and the Chuan Spa.

## Magdalena Spa Resort to open in November

A new spa resort is set to open on the Caribbean island of Tobago in November. The 200-key Magdalena Grand Beach Resort, formerly the Vanguard Resort, will boast a spa, multiple swimming pools, five restaurants and a PGA-designed championship golf course.

A spokesperson said the details of the spa facilities will be revealed at a later date.

The November opening will be the second relaunch of the property. After initially opening as the Hilton Tobago Golf and Spa Resort, the resort was then rebranded as Vanguard.

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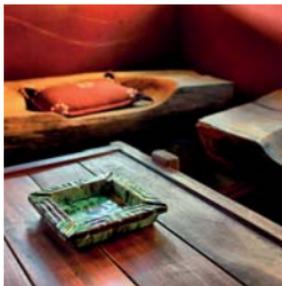
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## Wynn Macau secures deal for new resort

US-based Wynn Macau has signed a land concession contract from the government of Macau for the development of a new casino resort in the Chinese Special Administrative Region.

Under the terms of the new deal, Wynn Macau has secured around 51 acres (20.6 hectares) of land in the Cotai area and will develop the site alongside Palo Real Estate Company. Facilities at the new Wynn Macau resort will comprise a five-star hotel; gaming areas; and a spa, along with retail, entertainment, food and beverage outlets.

The Macau government will receive around MOP1.5bn (£118m, EUR136m, US\$187m) for the land, which will be payable through a down payment and eight semi-annual payments.



The resort and spa will feature African themes

## Major new resort planned for Mozambique

International hotel and resort architects ReardonSmith have joined forces with South Africa-based design firm Savile Row to work on a major new resort planned for Mozambique. A standalone spa is set to form part of the 800-hectare (1,977-acre) development, located on a peninsula overlooking the Indian Ocean and borders an elephant reserve. Further details are yet to be confirmed, although it is believed that the new resort will include accommodation and conference facilities, while offering space for wildlife and plantlife.

Patrick Reardon, chair of ReardonSmith, said: "We are working with an exceptional location and the design team is united in a determination to achieve a destination that respects and celebrates this. I am thrilled to have found in Savile Row a like-minded practice with which I am sure we will collaborate on a number of hotel projects over the years to come."

## Jiva expands Indian spa portfolio

Jiva Spa has launched its latest spa at the newly opened Vivanta by Taj hotel in Yeshwantpur, Bangalore, India. Designed as a site for traditional Indian wellness heritage, Jiva Spa at Vivanta Yeshwantpur features 10 treatment rooms, a beauty salon, wet areas comprising of hammam and sauna for ladies and gentlemen, experiential showers and separate

There is also a large relaxation zone and a fitness club.

The spa menu includes signature experiences, Indian Aromatherapy massages, beauty treatments, Indian deep tissue massages, scrubs and wraps, and salon services.

A wholesome wellness programme has been devised for guests staying at the 327-bed-room hotel for a longer duration, with Jiva spa treatments accompanied by complimentary personalized fitness training, as well as a



The spa includes separate relaxation areas for both women and men

cuisine regime specially designed by the chef and resident nutritionist.

To cater for the more "time-starved" business travellers, an exclusive menu with short duration treatments has also been designed.

The ethos of the Jiva brand has been designed to draw on ancient and rich wellness heritage of India; and the healing therapies that embrace Indian spirituality.

## Raison d'Être launches 'SOS service' for spas

Sweden-based spa and wellness consultancy Raison d'Être has launched a new Spa Operational Support (SOS) initiative for the global spa industry.

Aiming to help turn around underperforming spas, the service will include support

on specific operational areas such as audits, revenue & profit maximisation, product consultation and general trouble shooting.

The company's spa audit systems includes a three to four day on-site assessment which results in an action plan for improvements.

## Mint hotel launches in-room spa services

Mint Hotel Tower of London, UK has launched its in-room spa services in conjunction with mobile spa specialist London Serenity.

In addition to the service being available to residents, companies holding meetings and conferences at Mint Hotel Tower of London can also organise treatments for delegates during break-out sessions. Treatments are available as a supplement to existing delegate packages offered by the hotel.

Paolo Dalla Fina, company director of London Serenity, said: "We are very pleased to be working with Mint Hotel Tower of London. Guests appreciate having instant access to our dedicated services and mobile masseurs, beauticians, hairdressers, make-up



Guests will be able to choose from a wide variety of in-room treatments

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## DIARY DATES

**25-27 SEPTEMBER****Wellness Asia Exhibition**

NSIC Exhibition Grounds, Okhla, New Delhi, India

This show combines wellness industry products, services and technologies. It is aimed at Indian and international professionals in the spa, beauty and healthcare industries.

Tel: +91 11 450 555 00

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

**6-7 OCTOBER****Natural Beauty Summit America**

Sheraton New York Hotel, New York, USA

An event which promises to bring together some of the leading and most influential executives in the natural beauty sector to debate and discuss major industry issues.

Tel: +33 1 44 69 95 65

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

**6-9 OCTOBER****Inner IDEA**

Hilton La Jolla Torrey Pines, San Diego, California, USA

In its sixth year, this US-based conference highlights mind-body-spirit programmes. It is aimed at pilates instructors, yoga teachers, group exercise instructors, owners/managers, personal trainers, lifestyle coaches, wellness professionals, holistic health professionals, students and enthusiasts.

Tel: +1 800 462 1876

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

**12-14 OCTOBER****Wellness Summit**

Singapore

The annual summit is an important platform for practitioners, professionals, academics, manufacturers, resort owners and small- to medium-sized operators interested in the spa and wellness arena, to meet and seek solutions concerning the growth and sustainability of the industry in the region. The event now features sessions called Ask the Experts and Ideas Worth Exploring to enhance interaction.

Tel: +60 16 21 53 90 8

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

**16-17 OCTOBER****International Esthetics, Cosmetics & Spa Conference**

Broward County Convention Center, Fort



Lauderdale, Florida, USA

Around 7,000 professionals attend this exhibition for skincare, wellness and equipment suppliers.

Tel: +1 203 736 1699

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

**17-18 OCTOBER****Spa Meeting Dubai**

Park Hyatt, Dubai

One-to-one meetings between Spa suppliers and Spa project holders coming from

MENASA region

Tel: +33144699566

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

**21-25 OCTOBER****International Exhibition of the Hospitality Industry (Host)**

Fiera Milano, Milan, Italy

The Hotel & Spa Emotion sector of this hospitality event will feature design, furnishings and suppliers from within the spa industry.

Tel: +39 02 48550

[www.host.fieramilano.it](http://www.host.fieramilano.it)

**22-23 OCTOBER****Camexpo**

Earls Court, London, UK

Dedicated to meeting the needs of the complementary healthcare industry, Camexpo – a complementary, natural and integrated healthcare show – offers a broad range of products, services and training.

Tel: +44 1273 645119

[www.camexpo.co.uk](http://www.camexpo.co.uk)

**25-28 OCTOBER****World Medical Tourism & Global Health Congress**

Marriott Renaissance Schaumburg Convention Center Hotel, Chicago, Illinois, USA

This official conference for the Medical Tourism Association is now in its fourth year and aims to attract up to 100 speakers, 2,000 attendees and 10,000 pre-scheduled networking meetings. Last year's event was sold out.

Tel: +1 561 792 6676

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

**28-30 OCTOBER****The Yoga Show**

Olympia, London, UK

The eighth annual show will have more than 200 exhibitors. It offers a wide range of taster sessions for both yoga and pilates in open class format and more in-depth classes in closed studio sessions. Last year's Yoga Show was visited by 15,000 people over three days.

Tel: +44 1787 224 040

[www.theyogashow.co.uk](http://www.theyogashow.co.uk)

**7-9 NOVEMBER****ISPA Conference & Expo**

Mandalay Bay Convention Center, Las Vegas, USA

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

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*Are you fed up with trade shows?*

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## OPINION

## Managers of the future

What do spa operators look for in a potential manager? And what skills should therapists, who aspire to be managers, look to improve?

**F**inding a fully qualified and experienced spa manager can be a hard task. There are currently so many different spa management courses and so many people aspiring to become spa managers that when a spa publishes a vacancy, it is often flooded by all sorts of applications. To better understand what operators look for in a manager – and which skills therapists should improve to make sure they land a management role – a study called *Best Practices of Spa Managers* was published by Tip Touch in July 2011.

Produced in association with Vladi Kovanic, founder of Hotel & Spa Forum in Paris, the report shows that many managers do not believe that someone could run a spa without having worked as therapist, receptionist and attendant, doing and understanding all job aspects of spa operations. Sound organisational skills are obviously fundamental to keep variable costs as low



**Jean-Guy de Gabriac**

Jean-Guy is the founder and chief executive officer of TIP TOUCH Academie

**“The key thing for an aspiring spa manager is to understand that you can’t run before you can walk”**

as possible, while optimizing the agenda, with offers and packages suited for the specific needs of the customers and their lifestyles.

Meanwhile, some operators say that they are looking for passionate, fiery personalities to lead their staff to excellence and consistency; others, claim they want calm professionals, always wearing a smile, able to listen, decide with an ambition for the spa (not just for themselves) and lead by example.

It is expected from the spa manager to be the “ambassador of the spa”, fluent in the cultural differences and expectations of international guests. Therefore, extensive work experiences in Asia or the Middle-East are a huge Plus!

One thing is certain; being able to work under pressure, keeping a cool head, and building a sense of belonging for the team is a pre-requisite. Above all, beyond skills and many experiences, what operators look for are the 5 **PAWOCs**: an engaging personality, with a positive attitude, great work ethic, solid organizational & business skills, and excellent communications skills to share his/her passion with the guests, while defusing potential conflicts with associates and patrons.

The key thing for aspiring spa managers is to understand that you cannot run before you

can walk. So find ways to assist your manager in daily tasks (for a couple of years), not just in lighting scented candles, but understanding the KPIs (Key Performance Indicators) of profitable spas. Most of all you have to master the essential actions that will exceed the clients expectations all along the spa experience, so that, as Aristotle is quoted as saying: “We are what we repeat everyday. Excellence is therefore not an isolated act, but a habit”.

I find it sad when some owners expect their spa manager to perform in treatment rooms, to produce direct revenue, when they should be in contact with the guests to make sure that their spa journey is memorable so that they want to come back and tell their friends, family and colleagues about it. They also have to find the time to implement actions based on best practices with vendors, PR, the revenue manager and partnering partners with cross-marketing.

These are some of the things that are touched in this study that unveils the fact that human resources in a spa are more about talent management, so that spa managers truly become spa leaders to influence the lives of their guests, their staff, and their own. It is not a nice fairy tale, it common sense in action for a sustainable development!

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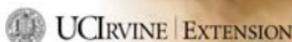
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# therapists

The Well Spa is an exclusive health Spa, situated in the centre of the Bluestone National Park Resort in Pembrokeshire. It comprises of 15 treatment rooms, saunas, steam rooms and a Vitality Pool.

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# SPA THERAPIST

## Atlantis The Palm, Dubai

Atlantis, The Palm is a 1,539 room, ocean-themed destination resort

located in Dubai. Opened in September 2008, the resort consists of water park amusement, marine and entertainment attractions and some of the most renowned world class restaurants. It is home to one of the largest open-air marine habitats with 65,000 marine animals in lagoons and displays including The Lost Chambers, a maze of underwater corridors and passageways providing a journey through ancient Atlantis.

ATLANTIS  
THE PALM, DUBAI

## ShuiQi Spa

ShuiQi Spa presents a memorable experience,

awakening your senses, within awe-inspiring and serene water surroundings. Set over two magnificent floors within the Royal Towers of Atlantis, the Spa provides a sublime range of treatments, bathing options, traditional and water therapies. With his and her separate areas and sessions, every guest can find the ideal treatment or therapy. The six Laconium thrones in his quarters serve to stimulate circulation and strengthen the body's defense system. Walk the earth-hue natural stone steps along streaming water pathways to one of the 27 treatment rooms or discover the secluded Royal Spa Suite. We delight in being your guide into a tranquil place of serenity, opulence and pure indulgence.

SHUIQI  
SPA & FITNESS

**Job Summary:** To carry out all spa treatments and therapies according to resort standards ensuring guest satisfaction.

### Main Duties and Responsibilities:

- Be fully trained and certified in carrying out all therapies and treatments available to guests in the spa, in-room, or outdoors as per resort standards.
- Prepare all treatments correctly and efficiently as per resort standards.
- Communicate and assist guests as per resort standards.
- Be fully trained on all spa services and treatments.
- Be fully trained on all spa products and ingredients used in the Spa and salon area.
- The ideal candidate must be a certified therapist and possess prior work experience

CONTACT EMAIL ADDRESS: [aliesha.schokman@atlantisthepalm.com](mailto:aliesha.schokman@atlantisthepalm.com)



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## HEAD THERAPIST

Located in Clarens/Montreux (Switzerland) on the shores of Lake Geneva, Clinique La Prairie offers a wide range of medical and paramedical services. Besides its medical activities, Clinique La Prairie is also running a SPA which houses a pool area with relaxation pool, jacuzzi, sauna, fitness area, massages, beauty and thalasso treatments.

We are looking for a dynamic person, highly motivated and having the following qualifying criteria:

- Internationally recognised beauty therapy qualifications
- Ability to lead and motivate a team of therapists to deliver outstanding client care and treatment standards
- Experience at supervisory level within a five star hotel SPA environment
- Previous experience of overseeing a stock control process
- Excellent written and spoken French is essential as well as a good level of spoken English
- Excellent personal and presentation skills

Candidates must be eligible to live and work in Switzerland and may send their detailed resume along with a recent picture to the following address:

### Clinique La Prairie

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Company: Atlantis The Palm

Location: Dubai, United Arab Emirates

### ■ Therapist

Company: Bluestone National Park Resort

Location: Pembrokeshire, UK

### ■ Les Mills Instructors

Company: Leisure Force

Location: Saudi Arabia

### ■ Spa Co-ordinator /

### Assistant Spa Manager

Company: Leisure Force

Location: United Arab Emirates

### ■ Head Therapist

Company: Clinique La Prairie

Location: Clarens/Montreux, Switzerland

### ■ Spa Therapist

Company: Alton Towers Resort

Location: Staffordshire, UK

### ■ Spa Operations Manager

Company: Armathwaite Hall Hotel & Spa

Location: Cumbria, UK

### ■ Spa Manager & Health Club Supervisor

Company: Leisure Force

Location: United Arab Emirates

### ■ Operations Manager

Company: The Nail Spa

Location: Dubai, United Arab Emirates

### ■ Experienced Agents Wanted

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RECRUITMENT

## Expressions of interest invited for Beauty Treatment Spa Concession

**Intercontinental Hotels** are inviting expressions of interest for the operation of a beauty treatment spa in a prime location in Belfast City Centre. The spa is situated within the Spirit Health Club at the newly refurbished four star Holiday Inn Belfast. The spa is currently fully operational with an established customer base.

### Description

The spa consists of three treatment rooms all finished to a high specification. There are 2 further rooms currently being used as a spray tan and sunbed room. The sunbed room has potential to be converted for a fourth treatment room.

The spa will be able to benefit from featuring on the hotels independent website and within the hotel marketing material. The building is also fully managed by Intercontinental Hotels in respect of utilities, maintenance and fire life safety.

### Location

The spa is situated within the Spirit Health Club which has a membership of 800+ members with up to 3000 visits per month.

The club includes a fully equipped gym, 15m swimming pool, sauna, steam and spa pool. The hotel itself has a 60/40 business and leisure split. The leisure business is primarily at weekends attracting hen parties, pamper breaks and weddings. The hotel also has excellent restaurant and bar facilities that can be used by customers of the spa.

### Further Information

Interested parties should email [fiona.mcelroy@ihg.com](mailto:fiona.mcelroy@ihg.com) at the Holiday Inn Belfast to schedule a facility inspection if required.

The closing date for submitting your interest is 30th September 2011

[www.hibelfasthotel.co.uk](http://www.hibelfasthotel.co.uk)



# Hilton expands in Mexico, China

Hilton Hotels and Resorts (HHR) has announced that it has unveiled its second property in Guangzhou, China, while also signing a deal to run a new site in Puerto Vallarta, Mexico.

The 313-room Hilton Guangzhou Baiyun hotel is owned by the Wanda Group and features a fitness room; a swimming pool; six dining concepts; and a Grand Ballroom. It is the third new hotel to be unveiled by HHR – Hilton's flagship brand – in the last two months and becomes the 11th such branded property in China.

Meanwhile, Hilton Worldwide has signed a franchise agreement with Grupo Hotelero Santa Fe to operate the first HHR-branded resort in Puerto Vallarta, Mexico.

Due to open in Q2 2012, the property forms part of Hilton's wider expansion into the Latin



The Hilton Guangzhou Baiyun hotel is the group's third HHR site

America region and is to be designed by Mexico-based EliasElias AR architects.

Facilities at the 259-room property will include a spa area with whirlpool; sauna; steam room; and beauty salon, along with an outdoor swimming pool and a Precor-equipped health and fitness suite.

# Marriott regains control of Waikiki Edition

Marriott International has regained control of the Waikiki Edition hotel in Hawaii, US, from the property's owners following a ruling by a New York state judge. It follows the *Wall Street Journal's* report on 29 August that owner M Waikiki LLC had seized control of the Honolulu property and changed its name to the Modern Honolulu.

Marriott retook control of the Waikiki Edition within two days of the move, despite apparent efforts by its owner to file bankruptcy proceedings in a bid to halt the hotel group's case.

Ed Ryan, executive vice president and general counsel at Marriott International, said will seek "tens of millions of dollars" in damages; the latest development in an ongoing dispute



The Waikiki Edition resort has experienced a turbulent start to its life

between the hotel group and the Waikiki Edition's owner. Earlier this year, law firm Bickel and Brewer confirmed that M Waikiki LLC had launched a legal challenge against Marriott and Ian Schrage - the partnership behind the Edition brand.

# Siam Hotels to rebrand and invest in upgrades

Thai hotel group Siam Hotels & Resorts is to invest THB100m (US\$3.3m, £2.1m, 2.4m euro) in refurbishing and developing its four hotels over the next nine months.

According to a statement, the move aims to "exploit new optimism in the Thai tourism

industry after its plunge last year" and to reinvigorate the brand moving forward into 2012.

As part of the redevelopments, the company will rebrand itself as Sukosol Group with the Siam City Hotel being rebranded as "The Sukosol" when it relaunches in 2012.

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