

spa opportunities

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SpaFinder report: innovation is back

Healthy feet treatments, cold and ice therapies and online gaming are among the top spa themes for 2012, according to the ninth annual trends forecast by global spa and wellness resource SpaFinder.

Charting the year ahead, the report also predicts that health coaching at spas will become more popular while there will also be consolidation between hotels' spa and gastronomic offerings and an increase in "spa, wine and dine" packages.

Among the trends for 2012 are healthy feet treatments; cold and ice treatments; online wellness gaming; vibration therapies and spa becoming a "family affair".

The Spa Trend Report is developed under the direction of SpaFinder president Susie Ellis, a founding board member of The Global Spa Summit. Ellis is credited with forecasting numerous industry "mega-trends" that have taken directly in spas around the world.



The report has been developed by Susie Ellis, president of SpaFinder

Ellis said: "After four tough years that made experimentation challenging, we're seeing the industry once again innovating."

Overall, we see two distinct themes. One is the industry innovating with diverse, new sensory experiences and treatments – such as cold and vibration therapies. The second is how spas are re-imagining and extending their connection to customers, moving beyond the sporadic visit." To read the full press release, go to: <http://lei.sr?a=Y8a6f>



The Atlantis Paradise is now under new owners

New owner for Kerzner's flagship resort

Kerzner International Holdings has transferred ownership of its flagship Atlantis Paradise Island resort in the Bahamas to

Brookfield Asset Management. Brookfield will also acquire the One&Only Ocean Club and One&Only Palmilla resorts as Kerzner "shifts" its strategy from being an owner/operator to a management company.

The ocean-themed resort includes one of the largest casinos in the Caribbean, the Dolphin Cay interaction and education centre and a Mandara spa.

Jeff Kohl appointed COO of Red Door Spas

Red Door Spas has appointed Jeff Kohl as its new chief operating officer and senior vice president.

Kohl will direct all Red Door Spa operations globally, including strategic partnership development and management of the company's 31 full-service spa and salon properties and 1,500 spa associates. He will report directly to Todd Walter, CEO of Red Door Spa Holdings.

Kohl currently serves as a director of the International Spa Association (ISPA) and is also the president of the ISPA Foundation

Steigenberger to open Berlin hotel

The Steigenberger Hotel Group is expanding its presence in Berlin by opening a sixth property in the German capital during the first half of 2014.

The new 340-bedroom hotel will be operated under the Steigenberger Hotels and Resorts brand and will be located near to the Chancellery and the main railway station.

The project's investor and developer is PORR Solutions Deutschland, which has acquired the site in the Europacity district from CA Immo. PORR is investing around €70m (US\$93m, £60m) in the project. Exact facilities are yet to be confirmed but according to a spokesperson, they will include "a high-quality health



The hotel will form part of the EuropaCity project

and beauty spa", a number of restaurants and conferencing facilities.

Steigenberger will operate the hotel on a 20-year lease and the hotel is one of the anchor's of Berlin's Europacity district.

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New Jumeirah hotel opens in Abu Dhabi

The 382-bedroom Jumeirah at Etihad Towers has opened in the Ras Al Akhdar area of Abu Dhabi, the first Jumeirah-branded property to launch in the United Arab Emirates.

Facilities include the 1,465sq m (15,769sq ft) Talise Spa, of which 115sq m (1,238sq ft) is a relaxation area. Products are supplied by Thermae, Sodashi and Charme D'Orient.

The resort's spa aims to offer a "haven of tranquillity, privacy and personal care", with 13 treatment suites.

Each visitor receives a private consultation to deliver customised therapies.

A Turkish Hammam, wet areas and free-standing African rosewood plunge baths are among the facilities at the Talise Spa, which boasts interiors designed to induce calmness. Arlene Finch is the spa director. Signature Turkish Hammam and Rasul treatments are



The hotel includes a Talise-branded spa with 13 treatment rooms

available to individuals and couples in the treatment suites, while Ayurveda therapies and exercise programmes are also available.

A spokesperson said: "For those seeking multiple treatment elements within the one session, our skilled therapists are highly trained to perform all techniques, whether they be massage, facials, exfoliation or one of the many other treatments on offer."

New study outlines benefits of massages

Massages can – and should – be used to treat a number of ailments, according to a study compiled by a joint team from RMIT University and the Australian Association of Massage Therapy (AAMT).

The report, *Effectiveness of Massage Therapy*, is a review of 740 Australian and international evidence-based academic research papers, published over a 30-year period between 1978 and 2008.

It concludes that health professionals – such as GPs and nurses – should be more active in including massages as part of treatment plans for illnesses ranging from back pains and anxiety to nausea and stress as well as chronic disease management.

It also highlights evidence that massages can be used to delay the onset of muscle soreness (DOMS) and increasing pulmonary function.

The research includes systematic reviews, randomised controlled trials, comparative studies, case-series/studies and cross-sectional studies covering a number of massage disciplines, such as acupressure, Bowen therapy, lymphatic drainage, myofascial release, reflexology, rolfing, shiatsu, Swedish massage,



The study encourages the medical profession to prescribe massages

sports massage, infant massage, tuina and trigger point therapies/modalities.

Tricia Hughes, chief executive of AAMT, said: "Among key findings of the report was that there is a growing body of research supporting massage therapy as being an evidence-based therapeutic modality."

"We certainly hope that this report leads the way for future research in the field of massage therapy."

"This groundwork provides remedial massage therapists, complementary and alternative medicine practitioners and the broader allied health community with a basis to pursue evidence-based practice."



New spa for Viceroy Maldives

A new spa comprising seven secluded over-water bungalows, which is due to open early next year, is to form part of the Viceroy Hotel Group's newest resort in the Maldives.

Viceroy Maldives overlooks the Indian Ocean and offers 61 villas around a lagoon, with The Spa at Viceroy Maldives to help reduce stress and renew the body, mind and soul.

The seven bungalows are to feature five multi-purpose spaces, such as one for nail and hair and a VIP cabana with a private wet chamber offering a Vichy shower and soaking tub.

Treatments have been developed around five major experiences: *syama* (anti-ageing); *sama* (sanctuary and calm mind); and *sodhakana* (cleans and purify your being). *Santi* (pure spa) and *svathya* (sound state of health) are the remaining experiences, which aim to allow



Facilities include a luxurious double treatment room with a balcony

visitors to explore the emotion, feeling or physical outcome they wish to achieve.

Other facilities at The Spa at Viceroy Maldives include the *Vai* spa café offering an organic dining option and individual yoga and fitness pavilions, with equipment from Italian supplier Technogym.



Treatments at the spa include hot stone therapy

Desert Oasis spa reopens at Las Ventanas al Paraiso

A redeveloped spa has reopened at the Las Ventanas al Paraiso, A Rosewood Resort close to the town of Palmilla in Baja California Sur, Mexico.

The size of the Desert Oasis has been doubled from four to eight indoor-outdoor treatment villas (*cabanas*) – two of which are couples' villas. Treatments at the spa are based on a Four Elements-branded menu (earth, water, fire and air), inspired by the ancient healers of Baja, which taps the powers of earth, air, fire and water for restoration and rejuvenation.

Treatments include holistic rituals such as aqua therapy, crystals and stones as well as massages, facials, body wraps, pedicures and waxing.

Products at the spa have been supplied by Tata Harper (skin and facial products); Kahina (products using organic argan oil); Puri (anti-ageing skincare products); and Oribe and Davines (hair products).

Park Hyatt Sydney to reopen next month

Park Hyatt Sydney, the 155-bedroom hotel overlooking the Australian city's iconic harbour, is to reopen in December following the completion of an extensive transformation project.

The refurbishment has included a complete redesign of the hotel's facilities, such as the spa, restaurants and bars. Three rooftop suites have also been created on a new fourth level. Following its relaunch, Park Hyatt Sydney will provide a new-look spa designed to deliver a "vivid sensory journey" through its wide range of body treatments and massages.

Five newly-designed treatment rooms form part of The Spa at Park Hyatt Sydney, as well as a new relaxation room; two aromatherapy steamrooms; an outdoor pool; and cabanas.



The hotel's spa offers views across the famous Sydney Harbour area

Products used in the new-look spa are supplied by Spain-based brand *Natura Bisse*, with all treatments centred around Australian natural and cultural elements. The hotel has also commissioned a collection of renowned Australian artists to create a new gallery of photographs, paintings and sculptures.

New £2m spa planned for publicly owned UK spa

Crow Wood Leisure (CWL) has submitted plans for a new spa and wellness centre at its Burnley leisure and wellness complex, which is expected to cost around £2m (£2.4m, US\$3.1m) to build. The new 20,000sq ft (1,858sq m) spa facility at Crow Wood will spread over two

floors and will comprise a dedicated lounge and bar and a number of relaxation areas when complete. An outdoor terrace with beach hut and hot tub experience; two indoor pools, including one hydrotherapy pool; and an outdoor salt water lagoon are also proposed.

UK-based Eden acquires The Mount Somerset hotel

The Mount Somerset hotel in Lower Henlade near Taunton, Somerset, UK has become the latest to be acquired out of the administration of the UK-based von Essen group by Eden Hotel Collection.

Christie + Co completed the deal on behalf of von Essen's administrators, with the 19-room property following the Greenway Hotel and Spa near the town of Cheltenham into the Eden portfolio.

Facilities at the hotel include a spa spanning two floors, featuring two treatment rooms offering [comfort zone] services; a hydrotherapy pool; a sauna; a steamroom; foot spas; experience showers; and a spa terrace overlooking the property's gardens.

Meliá to open two new hotels in China and Vietnam

Spain-based hospitality operator Meliá Hotels International (MHI) has announced plans for the opening of new properties in China and Vietnam as part of its growth strategy in Asia.

The 150-bedroom Meliá Danang Hotel will be the first of the two new properties to open in December 2012 in the city of Da Nang, which is located in southern Vietnam. Meanwhile, the 419-bedroom Gran Meliá Xi'an Hotel in the New Qujiang district of Xi'an, China, will open in 2013 and will become MHI's second property in the country. Meliá Danang Hotel will include a YHI spa, a restaurant, a bar and The Level executive floor, while the Gran Meliá Xi'an Hotel will boast a YHI spa, two restaurants and a convention centre.



Dusseau will take on the new role on 1 January 2012

Richard Dusseau to head Trilogi's spa strategy

Trilogi Spa Ventures (TSV) has confirmed that Richard Dusseau, the founder and CEO of Spa Strategy, will begin in his new role as president of TSV on 1 January.

The news that Dusseau, also a founding member of the board of directors for the Global Spa Summit, would join TSV was first announced earlier this month.

In his new role, he will be responsible for day-to-day management as well as for the development, supervision and operation of additional international branded spas in hospitality properties.

David Stoup, co-founder and chair of Trilogi, said: "Richard has exceptional expertise in the development, management and operation of spas in hotels, resorts and mixed-use properties throughout the world. With our upcoming projects in various stages of development throughout North America, this is an opportune time for the resources that Richard brings to Trilogi."

Ninth Saudi resort for Mövenpick

Luxury resort operator Mövenpick has launched the Beach Resort Al Khobar in eastern Saudi Arabia.

The resort is the ninth hotel to be opened by Mövenpick Hotels & Resorts in Saudi Arabia and offers 36 three-bedroom duplex villas – including two Royal Villas each with a spacious majlis – a spa and fitness centre, two restaurants, a free-form swimming pool and private beach.

The resort's Retreat Wellness Center & Spa features separate treatment rooms for men and women and offers a range of beauty treatments, massages, aromatherapy and reflexology.

Facilities include a sauna, steam rooms, a fitness area with modern gym equipment and serene relaxation areas.

The resort will be marketed primarily as a family resort, with children-specific facilities



The resort's outdoor pool is part of a strategy to attract families

such as a separate private pool area and a supervised Kids Club.

The opening of Al Khobar is part of Mövenpick's ambitious roll out plan which currently includes 30 properties.

In the development pipeline are four projects in Dubai; three projects in Abu Dhabi; and hotels in Shanghai, China; Ankara, Turkey and Dharamshala, India.

Marriott to open luxury hotel in Bahrain

The 274-room JW Marriott Manama, Bahrain is set to open in 2016 and will form part of a large US\$2.5bn (£1.9bn, £1.6bn) redevelopment project planned for Bahrain Bay – master planned by Skidmore, Owings and Merrill.

The hotel will be designed by architects Yousif Daoud Al Sayegh and Associates who designed the Six Senses Hideaway Zighy Bay, Oman.

Exact details of facilities will be released at a later date but will include a luxury spa, health club, six restaurants, a rooftop lounge/bar and 17,119sq ft (1,606sq m) of meeting space. It will also boast 102 residences.

The JW Marriott Manama Bahrain Hotel will be the first JW Marriott property in Bahrain



The hotel forms part of a multi-billion dollar redevelopment project

and the fifth JW Marriott hotel in the Middle East/Africa region. Marriott International will also open a 78-unit Residence Inn by Marriott in 2012 and the 318-room Renaissance Bahrain Amwaj Island Hotel in 2013.

New director for W Retreat Vieques Island's spa

Jennifer Findlay has been appointed the new spa director of W Retreat & Spa-Vieques Island, Puerto Rico. Findlay brings more than 10 years of expertise in spa and holistic health to W Vieques, as well as an extensive background in leisure services as a personal coach, trainer,

yoga teacher, and kinesiologist.

She joins the team from her native Toronto, where she was a founding partner of 889 Yonge, an eco-conscious wellness and yoga community aimed at providing all aspects of holistic medicine and related practices.

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Hilton opens new hotel in Colombian capital

Hilton Hotels and Resorts (HHR) has announced the opening of Hilton Worldwide's first full-service hotel in Bogotá, Colombia, as part of wider Latin America expansion plans.

The 245-bedroom Hilton Bogotá includes a glass-enclosed poolside fitness centre with two treatment rooms run by Wellness Spa, along with 10,000sq ft (929sq m) of meeting space. A signature restaurant; a café that offers regional delicacies; and a four-level bar and lounge are also among the facilities, in addition to a heated outdoor pool and a hanging garden wall.

HHR global chief Dave Horton said: "The opening of Hilton Bogotá expands our presence in Colombia and highlights our brand's rapid global growth."



The spa at the college will also be used for training

UK training college plans new health spa

A 170sq m (1,830sq ft) health spa will form part of Vision West Notts' new £11m complex in Mansfield, Nottinghamshire, which has been given the green light by the local authority. Mansfield District Council (MDC) has backed the institution's proposals, which will offer a home for students involved in hair, beauty and complementary therapy courses among others.

The spa will be operated by students as part of their vocational training and will be sited next to hair and beauty salons, with facilities including three treatment rooms. One will be a large open-plan room offering couch-based treatments, while the other two smaller rooms will offer the spa bed 'Jouissance' and Rasul mud bath treatment.

Other facilities will include sauna; a steamroom; an ice feature; a spa pool; a Monsoon feature shower and enclosure; heated loungers; and a foot spa as part of the college's efforts to offer its students the "very best facilities".

Méla unveils two Mexican properties

Two properties in the Playa del Carmen enclave on Mexico's eastern Caribbean coast have become the latest additions to Méla Hotels International's (MHI) Paradisus resort brand. Paradisus La Perla, the brand's first adults-only resort, and Paradisus La Esmeralda share a common area called El Zocalo, which contains the Palapa activities centre.

A 20,000sq ft (1,858sq m) YHI Spa and Health Club also features as part of El Zocalo, with 14 massage cabins; wet and dry saunas; and MHI's signature hydrotherapy water ritual. The YHI Spa also incorporates a full-service beauty salon, with products supplied by Natura Bissé. Fitness equipment completes the wellness facilities at the YHI Spa and Health Club.

MHI's architect, Álvaro Sans, was behind the design of both properties, which aim to reflect Playa del Carmen's climate, terrain and



The treatments at the YHI Spa have been supplied by Natura Bissé

coastline overlooking the Gulf of Mexico.

Paradisus area vice president Bernard Wyss said: "Each Paradisus resort is envisioned as an oasis of modern design and décor for the sophisticated traveller who wants it all.

"The pairing of award-winning restaurant concepts with luxurious accommodations and exceptional service sets Paradisus as the gold standard amongst all-inclusive resorts."

Le Spa reopens in Manila after storm repairs

Le Spa at the Sofitel Philippine Plaza Manila Hotel in the capital city of The Philippines has reopened after a redevelopment.

The refurbishment works were forced after the luxury hotel and spa were damaged by typhoon Nesat in September, the most severe

storm to hit the region in six years. The storm flooded the hotel and guests were evacuated to higher ground as winds reached 121mph. As part of the reopening, a range of new treatments have been introduced at Le Spa – including the two-hour "ultimate chocolate treat".

Groupon UK to face OFT investigation

Complaints regarding Groupon UK adverts are being referred to the Office of Fair Trading (OFT) over "serious concerns" of its ability to adhere to the Advertising Code.

The Advertising Standards Authority (ASA) revealed that it had formally probed and upheld complaints on 11 occasions this year, as well as informally resolving 37 cases. According to the ASA, it is to refer complaints that "specifically concern" a failure to carry out promotions fairly, such as not clarifying significant terms and conditions. In the past, Groupon has been accused of overselling deals, resulting in businesses having to cater for far more discounted custom than expected.

In response, a Groupon UK spokesperson said: "Groupon constantly strives for



Groupon's UK operations are set to be investigated by the OFT

business practices that are in the best interest of consumers.

"We are constantly evolving business process to ensure customers receive the best possible experience at the highest standards."

To read more on group discount deals, see *Spa Business Issue 4* 2011, p.24



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Hilton Hawaiian Village

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Educational Workshops will also offer CEU credits for an array of seminars on spa therapies, business and marketing practices.
tel: +1 450 833 2400

www.HawaiiSpaMarketplace.com

4-6 February 2011

Spatex 2012

Brighton Hilton Metropole, Brighton, UK
This exhibition for the pool, spa and lifestyle sectors is now in its 16th year. It will include a three-day programme of workshops organised by the Institute of Swimming Pool Engineers (ISPE).

2012 marks the 16th consecutive annual event showcasing the Pool, Spa & Lifestyle industry! With swimming pools, spas, hot tubs, saunas, and a host of associated products, SPATEX 2012 is the event to visit.
tel: +44 (0)1264 358558
www.spatex.co.uk

8-11 February 2012

Kosmetik Expo

Marriott Moscow Royal Aurora Hotel,
A key beauty trade show in Russia.

tel: +7 495 937 13 18
www.ki-expo.ru

15-17 February 2012

Aesthetic Life

Kiev, Ukraine

This inaugural spa and wellness trade show and conference is part of Kiev's Healthy Nation event.

tel: +380 44 423 30 89
<http://hn2012.treex.com.ua>

4-5 March 2012

Professional Beauty & European Spa Convention

ExCel London, UK

Focused on strategy and business issues the convention gives a platform to spa owners and senior managers to share their experiences of operating a successful spa. Running alongside a dedicated spa exhibition at Professional Beauty, the UK's



largest trade show for the beauty industry the European Spa Convention is set to attract day spas, hotel spas, resort spas and destination spas.

tel: +44 (0) 20 7351 0536
www.professionalbeauty.co.uk

11-12 March 2012

Spa & Salon Expo

The New Riviera Hotel, Las Vegas, US

The event is designed to appeal to owners, operators, directors and managers for styling and beauty salons; all spa segments, including resort, destination, day, medi/medical, eco, organic and salon spas; aesthetics and wellness centers; tanning salons; boutiques and specialty shops, beauty supply stores, health and nutrition stores
tel: +1 702-436-6854

www.bestvalueexpos.com/DHBPE.html

13-14 March 2012

Retail Business Technology Expo and Cards & Payments Solutions

Location: Earls Court 2, London, United Kingdom

Retail Business Technology Expo and Cards & Payments Solutions is the definitive event for retail and hospitality organisations in the UK and mainland Europe looking for the right tools, solutions and advice to run their businesses even more effectively.

tel: 0044 28 874 2728
www.retailbusinesstechnologyexpo.com

14-17 March 2012

SpaTec Spring 2012

The Ritz-Carlton Orlando, Grande Lakes, Florida, US

a 3-day forum of one-on-one meetings

between corporate spa owners, directors and design/management companies and leading spa suppliers and vendors from the following categories:

tel: +44 (0) 208 547 9830
www.mcleaneventsinternational.com/events/SpatecSpringNA12/about/

26-27 March 2012

Spameeting Europe

Tivoli Lisboa, Portugal, Lisbon, Portugal

A two-day business meeting concept offering projects' sponsors opportunity to have face to face meetings.

tel: +331 53049970
www.spameeting.com

18-21 Apr 2012

SPATEC Europe 2012

Don Carlos Leisure Resort & Spa, Marbella, Spain

SPATEC is a 2-day forum of face-to-face meetings between UK and European spa owners, directors and senior personnel, with leading spa suppliers from the following categories:

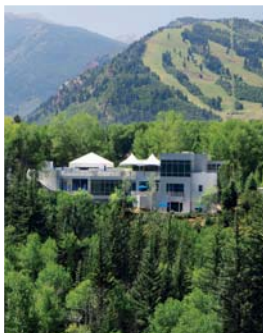
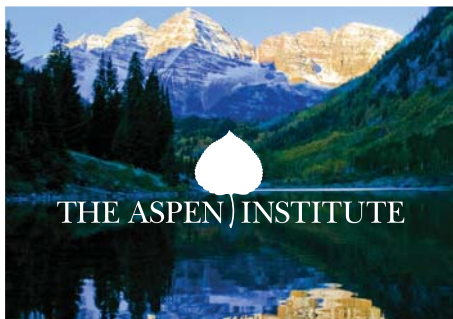
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{ Operator information }

- Industry movers and shakers
- Key industry statistics and research
- A 2012 diary highlighting events, shows and networking opportunities
- Predictions and trends for 2012
- A development pipeline
- Trends and research
- Fitness

{ Supplier information }

- Company profiles including key information, contact details, images of products and a picture of a key contact
- A-Z listing of trade associations

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Four Seasons opens in Baltimore

Hotel and resort operator Four Seasons has opened its newest property in Baltimore, US.

The 256-bedroom Four Seasons Baltimore boasts a 10,000sq ft (950sq m) spa with eleven treatment rooms including several suites with private soaking tubs, plus separate men's and women's relaxation areas, sauna and steamrooms. Featuring products and treatments by ESPA, the spa also has a large relaxation zone with two pools – including a year-round heated pool with an infinity edge that spills into the harbour.

Spa director Shanna Silverman said: "Among our 11 treatment rooms are two suites with floor to ceiling harbor views and their own soaking tubs, and the couples suite is both a romantic retreat or the perfect setting for a bridal party to pamper before the big day."



The hotel will include a 10,000sq ft spa with eleven treatment rooms

Four Seasons has invested US\$200m (€150m, £127m) in the hotel, which was designed by Beatty, Harvey & Coco architects of New York in partnership with California-based Hill Glazier Architects.

The Hotel's interior design is by Brayton & Hughes Design Studio.

Swissotel secures fifth Chinese hotel deal

Swissôtel Hotels & Resorts has agreed a management deal for a 380-bedroom spa hotel in Chengdu, Sichuan, China – the group's fifth property in the country. Opening at the end of 2014, facilities at the hotel will be a Pürovel Spa & Sport – the hotel group's recently launched full-service wellness offer.

Exact details for the 1,000sq m (10,300sq ft) spa are yet to be confirmed but it will have at least seven treatment rooms with treatments supplied by Suissences. Swissôtel will manage the hotel on behalf of owner Chengdu Senyu Industrial Group. Swissôtel Chengdu is the latest property to be included in the group's development pipeline, which already boasts seven others – Makkah,



The hotel will include Swissotel's new Pürovel-branded, full-service spa

Saudi-Arabia (2012); Dresden, Germany (2012); Kiev, Ukraine (2012); New Delhi, India (2013); Bangalore, India (2013); Odessa, Ukraine (2013); and Sochi, Russia (2013).

Starwood to open W-branded hotel in Jakarta

Starwood Hotels & Resorts Worldwide has announced plans to open W Jakarta in 2015, its second hotel in Indonesia.

Starwood has signed a management contract for a 300-bedroom hotel with Indonesia-based PT Ciputra Property, which owns the

property through one of its subsidiaries – PT Sarananka Indahpancar.

Facilities at the hotel will include a luxury spa and a range of restaurants. The new property will become the 12th to operate under the W brand across Asia-Pacific.

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Formby Hall is now firmly known as one of the finest resorts and luxury hotels in the North West of England. Significant investment has been placed in the Spa most recently introducing ESPA as a new product range.

Responsibilities

- To have the right people in the right place at the right times who are fully qualified to deliver a range of treatments
- Operational standards to be the best they can possibly be regarding service, hygiene, health & safety and stock controls
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- Understand and deliver your treatments & products and train the team to do the same, create promotions
- Communicate on a daily basis to guests & leisure club members so that everyone knows what we offer & are encouraged to return for more
- Demonstrate a sales driven passion with excellent margin and payroll control to deliver budgets

Accountable for

- Agreed sales and cost control targets
- Quality & presentation of products supplied
- Always looking to improve - queries/complaint resolution to be swift and effective
- Mystery guest scores to be in excess of targets
- Ensure that your team maximise room & treatment yield
- Rotas, performance reviews, training plans
- Drive sales, contain costs, P&L, managing budget and day to day cash handling and securities of monies received

Person Specification

- Track record of achievement & profitable growth in similar business
- Results driven with a sense of urgency about achieving objectives and a problem solving approach
- Personality - customer facing presence
- Calm & assured under pressure
- Coach & hands on trainer
- Awareness of how to make department perform to agreed targets
- Sales & Marketing for the Spa
- Good understanding of range of products & treatments offered

You should apply for this role if you are passionate about fabulous service and well being treatments and if you want to inspire and drive a team to really excel and deliver fantastic sales and a key profit stream within our business:

Apply to

Yvonne Jackson, Group Operations Director,
Formby Hall Golf Resort & Spa, Southport Old Road,
Formby, Merseyside L37 0AB

Email: yvonne@formbyhallgolfresort.co.uk

Opportunities at



What we are...

Over the last 15 years we have assembled an experienced, professional and knowledgeable in-house team of software developers and project managers, along with our own installation and support technicians. We currently have fulltime vacancies for a Project Manager and a Salesperson to be based at our Copthorne Offices.

With over 1,000 sites worldwide in Spa, Golf, Health Club, Hotel and Kids Play Leisure, we have a proven track record endorsed by a diverse range of industry leaders including Livingwell Hilton, skn, Gambado, DW Sports Fitness, Monkey Business, Ramada Jarvis, Dermalogica & Soho Gyms - all of whom benefit from using Ez-Runner software solutions.

PROJECT MANAGER

Project Management / Software Implementation /
Customer Training (UK)

What you must be...

The successful candidate will manage the end-to-end process for projects in the Health & Fitness/Spa/Golf/Play industries, introducing intuitive management software as a business solution to clients. You will combine your skills in Project Management with business consultancy, software configuration, and delivery to the client.

Essential qualities include communication and effective liaison between the client and internal departments of Ez-Runner Systems. Attention to detail, time management and organizational skills are a must for the successful candidate to ensure projects are delivered on time, on budget, and with clarity at all times. Interpretation of client requirements and the ability to convey these in a controlled, well presented format to the development team is another essential quality.

This varied role provides the opportunity to work within the Ez-Runner team to provide configuration, product testing, UAT support, customer training, reporting, consultancy and "go-live" support services to customers.

Up to 60% of your time will be spent out with our UK wide client base, so ability and desire to travel, including staying away overnight, forms part of the job. Training in all aspects of the job role can be provided and taught.

These skills below will be useful;

- Leisure Industry Experience
- Good working knowledge of Microsoft SQL server administration and Transact SQL queries
- TCP/IP and networking
- Microsoft Project
- Knowledge of call logging/service management systems
- Previous experience in the market with the product would be a distinct advantage

These Skills will be Essential:

- Hard worker
- Team player
- Likes a challenge
- Forward thinking management
- Customer focused
- Sense of Humor
- Exceptional time management
- Personal organization
- Communication

SALESPERSON

Salesperson for Leisure Management Software (UK)

What you must be...

The successful candidate will manage the end-to-end process for the selling of our established range of leisure software and associated services. You will be comfortable presenting in a one to one as well as group environments to the Health & Fitness/Spa/Golf/Play industries, introducing our intuitive management software as a business solution to clients.

You will combine your skills in selling with lead generation and even exploring new markets for our services.

Essential qualities include presentation, communication and effective liaison between the client and internal departments of Ez-Runner Systems. Most importantly you will be comfortable 'selling'. Attention to detail, time management and organizational skills are a must for the successful candidate to ensure targets are met (or even exceeded) and within budget.

Up to 50% of your time should be spent out in face to face meetings within the UK, so ability and desire to travel, including staying away overnight on occasion, will be a fundamental part of your job.

These skills below will be useful;

- Leisure Industry Experience
- Independently Motivated
- Target Driven with Proven Sales Track Record
- Comfortable with IT Technology

These Skills will be Essential;

- Hard worker
- Team player
- Likes a challenge
- Forward thinking
- Customer focused
- Sense of Humour
- Personal organisation
- Great Communicator
- Full Driving License

CV's and covering letter to be sent to
chris.w@ez-runner.com by 6th January 2012.

Barr + Wray nets Far East deals

Glasgow, UK-based swimming pool and spa provider Barr + Wray has announced that it has successfully secured two contracts in the Far East worth £2m (US\$3.1m, €2.3m). The group has been appointed to carry out the installation of spa facilities at Resort World and the W Hotel in Sentosa, Singapore, with the latter due for completion in April 2012.

Located on the southern tip of Singapore, the 240-bed-room W Hotel will offer vitality and herbal pools; saunas; steamrooms; and rain pods.

Facilities will also comprise a fitness centre; meeting rooms; and a residential development incorporating 228 homes and several penthouses. Meanwhile, Barr + Wray will also design the wet areas of the proposed wellness centre at Resort World, which will include hammams, saunas and steamrooms.



The Resort World spa will boast a forest bathing area and onsens

Vitality, onsen and plunge pools are also to be installed at Resort World by the group, with work scheduled for completion in December this year. On the quayside at Resort World, there will be two double and three single treatment rooms, while the Sentosa ESPA spa will feature two treatment rooms on the level where Barr + Wray are to install its thermal cabins.

Le Méridien opens new property in India

Starwood Hotels and Resorts Worldwide has announced its Le Méridien brand has grown its international portfolio to 100 properties with a new hotel in Coimbatore, India.

Owned by Appu Hotels, the 254-bed-room Le Méridien Coimbatore offers a number of bar and restaurant options including the signature Latest Recipe all-day dining concept. Nearly 3,500sq m (37,674sq ft) of meeting space is also provided, while an "international spa concept" and a nightclub are both scheduled to open at the property in due course.

Eva Ziegler, global brand leader for Le Méridien and W Hotels Worldwide, said: "Le Méridien has undergone a comprehensive brand transformation in the past six years



The opening of the hotel marks a landmark - it is the 100th Le Meridien

since it was acquired by Starwood. After a comprehensive brand re-launch and portfolio consolidation, we are proud to celebrate Le Méridien brand's best portfolio ever with the grand opening of our 100th hotel."

The Cube complex opens its doors in Birmingham

A 52-bed-room Hotel Indigo and a 1,319sq m (14,198sq ft) Marco Pierre White eatery have opened as part of The Cube, a £13m development located in the heart of Birmingham, UK.

An Adeo Phelan salon and The Club and Spa health resort and private members club are due

to complete the line-up of facilities when they open in early 2012.

Sanguine Hospitality is behind the flagship scheme and will operate the new restaurant and hotel, with the 25-storey building providing a "stunning addition" to the city skyline.

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