

SPA MANAGEMENT ESSENTIALS

Foundational Mentorship Solutions (FMS)

Module 1 Defining the Manager Role <ul style="list-style-type: none">This module helps managers gain a better understanding of their duties and management responsibilities for running a successful spa. It provides clarity as to what your management role is all about and how to be the best at it.	Module 2 Building a High Performance Team <ul style="list-style-type: none">This module, you'll learn the Hiring System and run through the process of recruitment, interviews, hiring process, and position offer. You will also discover the importance of conducting a new hire orientation and necessary training needed to set your team up for success.	Module 3 Establishing a Solid Team <ul style="list-style-type: none">This module will help you develop a great spa team culture and vision. Four Step plan of how to set spa culture.How to set up expectations, team goals and performance measure and the importance of delivering a great guest experience. Applying this content will help you gain a solid foundation for success.	Module 4 Knowing Department's Financials <ul style="list-style-type: none">This module you, will learn about your financial responsibilities, budget making and KPI's tracking. You'll be more confident about your spa's financials and how to ensure profitability. You will also learn how to communicate the set goals to the team.
Module 5 Revenue Yield <ul style="list-style-type: none">This Module You will understand the principles of yield management and the dynamics of how to apply your menu pricing services as a tool for "yield Management and profitability".	Module 6 Team Motivating & Communication <ul style="list-style-type: none">This module, you will gain tips to keep the team positive and discover meeting types, Hosting meetings that keep your team focused and on track. Apply this module and you will be able to build a dream team!	Module 7 Team Coaching <ul style="list-style-type: none">This module you will learn team coaching "one on one" model and improve your team's performance. You will gain guidelines to coaching, useful techniques, documentation guidelines.	Module 8 Team Training <ul style="list-style-type: none">This module, you will learn how to create a plan for your training, set up role playing sessions, test their knowledge, set up goals, and discover ways to measure your efforts. Your training will be more effective when you apply these implementation methods.
Module 9 Problem Solving <ul style="list-style-type: none">This module, you will learn skills required to understand how to deal with problematic situations and how to have those difficult conversations. You will gain techniques for managing conflict in the workplace, dealing with negative attitudes and gossip, reprimand procedures, coping mechanisms, and how to keep calm during difficult situations.	Module 10 Self-appraisal and Improvement <ul style="list-style-type: none">This module, you will learn how to properly conduct a self-appraisal, measure actual results vs. Goals, personal accomplishments, identifying strengths, areas for improvement, skill enhancement, overall performance and achievement. Implementing this method with your team, you both will know what needs improvement and can construct a plan to improve performance.	Module 11 Reception Transformation <ul style="list-style-type: none">This module You will learn strategies, and ways to turn your reception department into a revenue-generating hub leading to elevated success and an enhanced guest experience!	Module 12 Effective guest communication <ul style="list-style-type: none">This module, you will learn essential communication principles such as how to make a great first impression, body language and nonverbal communication, active listening, persuasion, and complaint management. These fundamentals will teach you to make your spa guests feel comfortable and welcome.
Module 13 Retaining Clients <ul style="list-style-type: none">This module will teach you how to analyze, categorize your clients and build relationships and make them naturally flourish into steady connections. You will be armed with a proven-effective system to increase your retention rate—therefore, everyone wins... The guest, the team, and the spa!	Module 14 Retail Experience <ul style="list-style-type: none">This module you will learn how to deliver a complete guest experience and teach them how to take care of themselves at home via your spa products. You will be able to deliver the best guest experience and maximize revenue for both treatments and retail products.	Module 15 Generating endless referrals <ul style="list-style-type: none">This module, you will learn how to make asking for referrals a habit and teach your team. And you'll increase your capacity and generate more revenue. You will learn how to set referral goals while building trust with each guest. Asking for referrals is a smart way to work!	Module 16 Launching effective promotions <ul style="list-style-type: none">This module, you will learn how to initiate successful promotions, determining frequency, how to price and market them, as well as how to display them. You will also discover how to set sales goals and measure performance. When you implement these techniques, your promotions will attract new clients and your sales will soar!

These foundational mentoring modules are designed to develop capacity, by mentoring individuals and find on –the-job learning solutions for effective operations.

Suitable for : Those already in the role of operation - Supervisor or Manager; New Spa Manager; Aspiring to be a Spa Manager and Owners of Spa's.

To Register Click link - <https://lucy.imison.co.ke/foundational-mentorship-solutions/>