



Job Title: General Manager

Roles and Responsibilities:

1. Leadership and Management:

- Provide effective leadership and direction to the sauna facility, overseeing all aspects of its operations.
- Supervise and mentor staff members, fostering a positive and productive work environment.

2. Operations Management:

- Oversee day-to-day operations, ensuring smooth functioning of all departments within the sauna location.
- Develop and implement operational policies, procedures, and protocols to optimize efficiency and customer service.

3. Financial Management:

- Develop and manage budgets, financial forecasts, and revenue targets for the location.
- Monitor expenses, revenue streams, and financial reports to maximize profitability while controlling costs.

4. Customer Service Excellence:

- Ensure exceptional customer service standards are maintained throughout the facility.
- Address customer feedback and concerns promptly to enhance guest satisfaction and loyalty.

5. Staff Recruitment and Training:

- Recruit, hire, and train competent and motivated personnel, ensuring proper staffing levels are maintained.
- Develop training programs and conduct regular staff training sessions to enhance skills and service quality.

6. Sales and Marketing Initiatives:

- Develop and execute marketing strategies to promote services, attract new customers, and retain existing ones.
- Implement sales tactics, promotional campaigns, and partnerships to drive revenue growth.

7. Health and Safety Compliance:

- Ensure compliance with health, safety, and sanitation standards and regulations within the sauna facility.
- Establish and enforce protocols to guarantee a safe and secure environment for customers and staff.

8. Facility Maintenance and Upkeep:

- Oversee maintenance activities, ensuring the facility is well-maintained and equipment is in optimal condition.
- Coordinate with maintenance teams to address repairs, upgrades, and improvements as needed.



9. Performance Evaluation and Reporting:

- Conduct regular performance evaluations for staff members and provide constructive feedback.
- Prepare and present regular reports on the facility's performance, including financial metrics, to higher management.

10. Community Engagement and Networking:

- Foster relationships within the local community, partnering with local businesses or organizations to enhance brand visibility.
- Participate in community events and initiatives to increase the sauna facility's presence and reputation.

11. Adherence to Company Policies:

- Ensure adherence to company policies, standards, and procedures across all departments within the location.
- Uphold the brand image and values of Fad Saoil Saunas in all aspects of operations and interactions.

These responsibilities can be tailored or expanded upon based on the specific needs and expectations of Fad Saoil Saunas for their General Managers at each location.