

Chapter 9 Outline

A Spa Director's Roles and Relationships
 Relationships with Staff
 Relationships with Guests
 Relationships with Owners and
 Upper-Level Management
Similarities and Differences Among Spa
Types
 Resort Spas
 Destination Spas
 Day Spas
A Day in the Life of Three Spa Directors
 Day in the Life of a Resort Spa Director
 Day in the Life of a Destination Spa
 Director
 Day in the Life of a Day Spa Director
A Career That Makes a Difference

Competencies

1. Identify a spa director's relationships with employees, guests, and owners/managers. (pp. 349–353)
2. Contrast management and operations at destination, resort, and day spas. (pp. 353–355)
3. Describe typical points of interaction that occur during a spa director's day. (pp. 355–379)