

SOVAREL VILLAGE

Authentic Wellness & Spa — Gurugram

JOB SPECIFICATION DOCUMENT

Therapist Supervisor

1. Position Overview

Position	Therapist Supervisor
Department	Wellness & Therapy Operations
Location	Sovarel Village — Gurugram (Two Centres)
Reports To	Center Manager
Employment Type	Full-Time, On-site

2. Job Purpose

The Therapist Supervisor is the custodian of Sovarel's signature ritual standards. This role is responsible for hiring, training, and continually upskilling the therapist/healer team so that every massage and ritual delivered — across both centres — meets the exact Sovarel standard, every single time.

3. Key Responsibilities

Hiring & Team Building

- Source, interview, and select therapists/healers who meet Sovarel's skill and grooming standards.
- Conduct practical skill assessments (hands-on massage evaluation) before onboarding.

Training & Standardisation

- Train new and existing therapists across all Sovarel signature massages and rituals to ensure absolute consistency in technique, pressure, sequencing, and guest experience.
- Conduct periodic refresher and upskilling sessions on new therapies added to the Sovarel menu.
- Maintain and update Sovarel's internal training manual/SOP for therapy delivery.

Quality Control

- Conduct regular audits and silent checks of therapy sessions to ensure SOP adherence.
- Address guest feedback related to therapy quality with immediate coaching and correction.
- Monitor hygiene, product usage, and treatment-room protocols during service delivery.

Scheduling & Team Management

- Prepare therapist duty rosters in coordination with the Center Manager based on guest bookings and demand.
- Mentor therapists on grooming, discipline, and guest communication etiquette.

4. Eligibility Criteria

Gender	Female
Experience	5–7 years in the luxury wellness, hotel, or spa industry, with prior experience training or supervising therapists
Education	Certified in Massage Therapy / Spa Therapy (Diploma or equivalent professional certification required)
Languages	Fluent in Hindi and English (spoken & written)

Age Group	28–40 years (indicative)
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5. Skills & Attributes

- Expert-level, hands-on proficiency across all major massage modalities (Ayurvedic and international techniques)
- Strong training and mentoring ability
- High attention to detail and consistency in quality control
- Firm but fair people-management skills
- Deep understanding of hygiene protocols and spa safety standards

6. Compensation & Benefits

Fixed Salary	Best in industry, based on experience and skill assessment
Incentives	Performance-linked incentive tied to team quality scores and guest satisfaction
Insurance	Group health insurance coverage as per company policy
Annual Bonus	Performance-linked annual bonus
Accommodation	Company-provided accommodation
Other Benefits	Complimentary wellness sessions, professional development support

7. Growth Path

This role is a direct pathway to Training Head / Regional Therapy Standards Lead as Sovarel Village scales to additional centres.