

Curriculum Vitae

Female

D.O.B. 01 November 1981

Number of years working in industry:

24 years 11 months



Candidate ID Number: 11135

Nationality: Mauritian

Language Skills:

Fluent: English, créole, French

Basic: Arabic

Permitted to work in: Mauritius

Position Sought: Spa Consultant, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Massage Therapist

Personal Statement

I will describe myself being someone creative, enthusiastic, self-motivated, loyal, charming, flexible, determined, dynamic, efficient, knowledgeable, punctual, entertaining, warm, pleasant, eager, talented, generous, funny, ambitious, coherent, friendly.....And I will add to that my core values and leadership skills at work which are:

· Results Orientation [e.g. quality of delivery].

- Customer Focus – internal as well as external.
- Leadership Qualities (e.g. initiative, integrity, enthusiasm and zeal, instilling trust, stretching the goals, caring and sharing, interested in people development).
- Organizational alignment [e.g. corporate initiative, acceptance of change].
- Communication (e.g. Written and verbal communication, presentation skills, facilitation skills).
- Problem Solving.
- Team work.
- Self-confidence (e.g. taking on new responsibility, confronting and dealing with issues and problems with confidence, risk taking ability).
- Professional Demeanor and Appearance.
- Openness to Feedback and Suggestions.
- Time management.
- Reliability.

Seeking work on a cruise ship and other international opportunities.

Employment History:

April 2009 - Present - spa mobile at (most recent employer hidden for confidentiality) Mahé and Casablanca, Morocco, (5 Star Hotel Spa)

Duties included:

I started my own business, providing massages & spa treatments on call to my clientele's at their own place.

Website: <http://christelrose.unblog.fr/>

Products worked with:

Somatoline cosmetics, Body One Massage Oils

April 2007 - April 2009 - Spa Manager at Starwood Hotels, Mahé, Seychelles, (5 Star Hotel Spa)

Duties included:

Successfully introduced the new spa brand- ELEMIS and this action was a great plus to create new atmosphere and product range.

o Introduced “In-room” Spa treatments creating a plus and personalize service to guests especially to honeymooners.

Achieved results up to par.

Provided as much training/team building as possible to spa associates that helps building up team spirit and team work.

Created the “Spa Awareness” through the hotel by giving 5 minutes complimentary massage at pool side to each guest, “Elemis Taster Table”- once a week in the lobby to awaken guests’ sense.

“Jet-lag” recovery was provided upon check-in.

Interpret Financial Reports and provide expertise on (projected) Revenue vs. Expenses.

Project and maintain acceptable payroll commitments.

Use financial plans for spotting trends, measuring productivity and monitoring progress.

Control ongoing service and product margin analysis to ensure profitability.

Implement opportunities for managing operational costs and boosting the bottom line.

Develop Spa's Marketing Strategy and ensure a consistent image is being portrayed.

Proactive in developing publicity opportunities and effectively dealing with media.

Develop and maintain gracious and efficient front desk procedures.

Maintain and update all necessary internal and external signage.

Anticipate, identify and ensure customer needs are being met in the best possible way.

Monitor customer satisfaction with surveys, focus groups and comment cards.

Develop and deliver credible, competitive, value-plus service to the customer.

Guide staff to become caring problem solvers, cooperative, accommodating and fair.

Develop a Recruitment Kit for effective recruiting, screening, interviewing and hiring.

Develop Value Packed Proposals and maintain internal staff retention programs.

Implement ongoing skills training to ensure service standards are being upheld.

Develop and monitor Job Descriptions and Staff Goals Planning.

Maintain an up to date version of the Spa Procedure Manual and ensure compliance.

Develop and maintain Spa literature, documentation and process handling requirements.

Attend Management meetings and convey all relevant information throughout the Spa.

Hold regular staff meetings to keep staff up to date on all aspects of the Spa's operation.

References: Available upon request

Products worked with:

Elemis

May 2005 - April 2007 - Massage Therapist at Starwood Hotels, Mahé, Seychelles, (5 Star Hotel Spa)

Duties included:

Provided massage services. Create and developed new spa treatments with natural ingredients for face and body .

Supervised Health Club attendants.

Trained new team members.

Oversaw the maintenance and cleanliness of the club, pool area and locker rooms.

Provided assistance in the operation of fitness equipment.

Performed bookings and the scheduling of appointments as necessary.

Performed other duties as assigned.

February 2001 - April 2005 - Massage Therapist at Beachcomber Hotels, Le Morne Brabant, Mauritius, Mauritius, (5 Star Hotel Spa)

Duties included:

Provided massage services to guests; provided safe, appropriate and effective massage techniques. Performed health history on guests and updated prior to each session; ascertained precautions/contradictions for massage prior to each session. Explained procedures and applied techniques appropriate to guest needs and preferences. Observed guest reaction to massage and modifies as necessary. Solicited feedback and responded accordingly. Documented all sessions performed according to established guidelines. Other responsibilities included: maintaining guest confidentiality and sensitivity to age and gender related issues during all guest interactions; reporting any unusual guest interactions to supervisor immediately, scheduling and maintaining of appointments; assisting in collection of fees, consulting with appropriate treatment staff regarding treatment plans when necessary.

Products worked with:

Clarins, Thalgo, Ahava

Education and Qualifications:

1999 Swami Sivananda SSS

Cambridge SC and GCE "O" Level

With English Language, French Language, Mathematics, Principles of Accounts, Economics, English Literature

Product Training:

June 2008 Elemis

Seychelles

Products Knowledge

Products Phisolophie

Facial treatments Level 1 & 2

Body treatments

May 2002 Thalgo

Mauritius

Products Knowledge

Body wraps treatments

January 2001

Clarins

Mauritius

Products Knowledge

Products Phisolophie

Facial Treatments

Body Treatments

Hobbies and Interests

reading, socialising, networking, exercising, cooking, shopping

CV created at www.spastaff.com

