

Curriculum Vitae

Male

D.O.B. 03 May 1984

Number of years working in industry:

18 years 10 months



Candidate ID Number: 11141

Nationality: Indian

Language Skills:

Fluent: English, Hindi, Kannada, Tulu

Basic: Tamil

Permitted to work in: Maldives, India

Position Sought: Spa Consultant, Spa Director, Spa Manager, Spa Co-ordinator

Personal Statement

AREAS of expertise:

Spa set up, pre-opening

Spa Business Analysis & Operations Management

Human Resources Management

Performance Tracking and Evaluation

P&L Management

Procedure Development, Leadership and Team Building

Technical knowledge:

Ayurveda massage,

Swedish massage,

Balinese massage,

Thai Massage,

Reflexology,

Body scrub, wrap, polish

Beauty therapies: facials, pedicure, manicure

Knowledge of salon products & services

Computer Literacy-Knowledge of MICROS, IDS, Winhms, MMS(manage my Spa), Microsoft Office

Job Profile

PG Diploma in Business Administration (MBA) from Symbiosis pune through correspondence & Ayurveda BAMS graduate from RGUHS Bangalore.

Self-starter and highly motivated professional, offering progressive years of experience in spa operations, business, and customer service management. Adept at analyzing the organization's critical business requirements, identifying deficiencies and potential opportunities, and developing innovative and cost-effective solutions to enhance competitiveness, increase revenues, and improve profitability.

Proactive leader; capable of implementing quality standards to drive outstanding results. Excellent in overseeing spa operations to improve workflow and generate positive sales trend. Out-of-the-box thinker and highly organized, with keen attention to detail. Equipped with written and verbal communication aptitude and strong work ethic to effectively establish and cultivate solid customer relationships

Key Projects

- Partial Renovation guidance to Kodai By the Lake Resort of Sterling Holidays & Resorts India Ltd
- Complete set up of wellness Resort at Kerala named "sattva by Windflower"
- Standardizing SOP for all centre at windflower Group,preparing membership package to Gym,Spa &pool
- Set up of Spa named "Prakruti" at Bangalore unit of Windflower Resorts
- Project Guide to Yogakshema Ayurveda Centre-Hassan(40 room wellness resort)

Key Responsibilities

MAIKHAO DREAM Resort & Spa Phuket,Thailand

Designation : Group Spa & Wellness Director Dec 2017- Present

Heading the spa department at Maikhao Dream resorts group (2 location spa)

Each property has 7 treatment room,fitness centre, Salon

Developing new treatments and designing Wellness packages.

Responsible for overall spa management, fitness centre operations, retail sales, profit and loss, client relations and internal staff relations.

Provided expert oversight to the entire daily spa operations, which include managing budget, purchasing, staff hiring

In charge of directing the quality and functionality of spa facilities.

J W Marriott mussoorie walnut grove Resort & Spa: (Cedar Spa by L'OCCITANE)

Designation : Spa & Salon Manager March 2016- Nov 2017

Operating the Spa& Salon having 3 single & 2 couple rooms, warren Tricomi salon, with the area covering 40000 Sq Feet,

Managing the entire spa operations, retail sales, profit and loss, client relations and internal staff relations.

Inventory management of the operational & retail products to achieve the best P & L,

Training the staff with guest communication, sales, upscale of the treatments, products to increase the revenue,

Preparing the special packages for the group guests, marriage groups in the hotel

Sustaining the GSS score with achieving the monthly budgeted revenue.

Responsible for selling spa membership to the guests.

WindFlower Resorts & Spa:

Designation: Group Spa/Wellness Director Aug 2012- Feb 2016

Heading the spa department at windflower resorts group (6 location spa)

Complete set up of wellness resort named Sattva by windflower at kasaragod

Responsible for overall spa management, operations, retail sales, profit and loss, client relations and internal staff relations.

Recruited, trained, and managed a 50+ member team.

Supervised 6 locations spa,gym,salon Team Leads, Spa & Gym Attendants, Spa coordinators; Massage Therapists and Estheticians.

Lead and coached team on sales, retention and client experiences.

Planning for the requirements for the spa dept in coordination with Project dept during preopening

Provided expert oversight to the entire daily spa operations, which include managing budget, purchasing, staff hiring

Formulated inventory statistics and executing retail sales while ensuring compliance with hotel management requirements.

Expertise in setting up and decorating retail area and treatment rooms of the spa.

In charge of directing the quality and functionality of spa facilities.

Developing new treatments and designing spa menu and brochure.

Outstanding interpersonal and public relation skills in cultivating and maintaining solid relationship with clients.

Contributed to the successfully opening the spa at kasaragod &Bangalore, boosting revenue.

Prepared membership package for Gym,Spa & swimming pool & achieved good result in that.

STERLING RESORTS KODAIKANAL Region:

Designation Regional Spa Manager Feb 2012- Aug 2012

Total In-charge of the Spa Department of two resorts (having 156 & 106 guest rooms) which includes that of Managing the Pre-opening of the spa & gym,

Planning the treatment room's requirement, budgeting, procuring the best possible materials, setting up the mini gym.

Developed several treatment packages for revenue generation

Prepared Menu Cards, marketing plans to increase the revenue of this region,

Training the therapist about Guest relationship - handle guest & services feedback

Performing Manager on Duty (night) once in a month.

Successfully opened Renovated Subuthi Spa at "Kodai By the lake" resort a first upgraded 5 star property under Sterling group.

ZEST-Big Beach Resort (Svaastha Spa)

(Unit of Mahindra Holidays & Resorts INdia Ltd)

Designation Spa Manager/Health Club Manager Jan 2011- Feb 2012

Consistently attained goals set by the head office .

Oversaw guest services and experience of the spa facilities.

Ensured daily maintenance of all spa facilities, including steam rooms, saunas, and pool.

Took charge of monitoring quality, functionality and maintenance of facilities.

Coordinated and administered day-to-day operations of fitness center, spa treatment facilities.

Applied best practices in spa marketing management, special promotions, and events.

Recruiting appropriate staff & managing the staff at various therapies on day to day basis. Allocating the responsibilities of the treatments to the staffs daily.

Performing Manager On Duty (Night) Twice in a month

Appraising and evaluating the staffs annually and organizing training programs to strengthen various skills.

Orange County Resort (EVOLVE BACK)

Designation Spa Manager Sep 2006- Dec2010

Trained teams of therapists and receptionist on sales and treatments.

Engaged in efficiently organizing goods, inventory, and financial status of wellness center.

Worked collaboratively with hotel management in negotiating exclusive treatments for celebrities.

Successfully achieved financial and guest satisfaction, targets and goals.

Remarkably boosted treatment and retail sales by 150% as compared to that of previous management.

Recruiting, performance appraisal for the staffs

Taking inventories of all therapy related equipment. Ensuring that all equipment are in good and safe condition.

INDUS VALLEY AYURVEDIC RESORT-MYSORE

(Internally moved during the tenure at orange County Resort)

Excelled in providing service to clients from North & South America, Africa, Europe, Asia & Australia

Proficiently worked with teams ranging in numbers from 7-75

Planning treatment for the diseases & implementing various Panchakarma packages to the clients

Checking the marketing plans to achieve the maximum revenue

Checking the cleanliness of the treatment rooms

Checking the Kitchen regularly be kept free from dirty dishes, glasses, etc

Notify any maintenance changes with company president

Follow through with staff on not cluttering work areas with personal items

Make sure all employees complete daily cleaning duties

Coordinating between our satellite centers which are located in Kabini & Bangalore about the treatments, revenues, or any administrative issues.

Employment History:

December 2017 - Present - Group Spa & Wellness Director at (most recent employer hidden for confidentiality)
Phuket Thailand, Thailand, (5 Star Hotel Spa)

Duties included:

Heading the spa department at Maikhao Dream resorts group (2 location spa)

Each property has 7 treatment room, fitness centre, Salon

Responsible for overall spa management, fitness centre operations, retail sales, profit and loss, client relations and internal staff relations.

Provided expert oversight to the entire daily spa operations, which include managing budget, purchasing, staff hiring

In charge of directing the quality and functionality of spa facilities.

Developing new treatments and designing Wellness packages.

Products worked with:

Spatitual

March 2016 - October 2017 - Spa Director at J W Marriott Mussoorie walnut Grove resort & Spa, Mussoorie India, India, (5 Star Hotel Spa)

Duties included:

Designation : Spa & Salon Manager March 2016- Nov 2017

Operating the Spa& Salon having 3 single & 2 couple rooms, warren Tricomi salon, with the area covering 40000 Sq Feet,

Managing the entire spa operations, retail sales, profit and loss, client relations and internal staff relations.

Inventory management of the operational & retail products to achieve the best P & L,

Training the staff with guest communication, sales, upscale of the treatments, products to increase the revenue,

Preparing the special packages for the group guests, marriage groups in the hotel

Sustaining the GSS score with achieving the monthly budgeted revenue.

Responsible for selling spa membership to the guests.

Designation : Spa & Salon Manager March 2016- Present

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Sustaining the GSS score with achieving the monthly budgeted revenue.

Responsible for selling spa membership to the guests.

Products worked with:

L'Occitane

L'Oreal

karastase

Margaratte Dabb

August 2012 - February 2016 - Spa Director at Windflower Resorts & Spa, Madikeri/Kasaragod, India, (5 Star Hotel Spa)

Duties included:

Heading the spa dept at windflower resorts (6 branches spa)

Revenue analysis of different spa, recruiting the staff for spa,budget, employee productivity

Successfully completed the pre-opening of the 2 five star resorts spa

Planning for the requirements for the spa dept in coordination with Project dept,

Provide expert oversight to the entire daily spa operations, which include managing budget, purchasing, staff hiring

Formulating inventory statistics and executing retail sales while ensuring compliance with hotel management requirements.

Leadership role in supervising a staff team of 60(including 6 branches) monitoring staff performance, and providing instructions regarding sales techniques.

Expertise in setting up and decorating retail area and treatment rooms of the spa.

In charge of directing the quality and functionality of spa facilities.

Developing new treatments and designing spa menu and brochure.

Outstanding interpersonal and public relation skills in cultivating and maintaining solid relationship with clients.

Contributed to the successfully opening the wellness centre at kasaragod & spa at Bangalore property, boosting revenue.

Products worked with:

Pevonia,

March 2012 - July 2012 - Regional Spa Manager at Sterling Holidays India Ltd, Kodaikanal, India, (Hotel Spa)

Duties included:

Total In-charge of the Spa Department of two resorts, which includes that of

Managing the Pre opening of the spa,

Planning the treatment rooms requirement, budgeting ,procuring the best possible materials,Setting up the mini gym.

P&L report,

Preparing Menu Cards,marketing plans to increase the revenue of this region,

Managing the Gym & Fitness Centre,

Training the therapist about Guest relationship - handle guest & services feedback

Products worked with:

February 2011 - February 2012 - Spa Manager at Mahindra Holidays & Resorts India Ltd, Pondicherry, India, (5 Star Hotel Spa)

Duties included:

Total In-charge of the Spa Department, which includes that of

Guest relationship - handle guest & services feedback

Consultation to the guests

Preparing different packages as per the requirements of the guests,

Oversee daily operations of the facility with emphasis on guest service, cleanliness, safety, staff guidance and support to make the spa center the best facility possible in order to support hotel goals.

Promote new programs, events and concept planning

Preparing Budgets, Capex for the coming years,

Planning new Cost control measures

Products worked with:

Svaastha Spa At Big Beach Puducherry

Spa Manager

September 2006 - December 2010 - Spa Manager at Orange County Resorts-Coorg, Madikeri, India, (5 Star Hotel Spa)

Duties included:

Adding to the above responsibilities

Recruiting appropriate staff & managing the staff at various therapies on day to day basis. Allocating the responsibilities of the treatments to the staffs daily.

Appraising and evaluating the staffs annually and organizing training programs to strengthen various skills.

Taking inventories of all therapy related equipments. Ensuring that all equipments are in good and safe condition.

Products worked with:

Spa Manager

December 2009 - October 2010 - Spa Consultant at INDUS VALLEY AYURVEDIC RESORT MYSORE, Mysore, India, (5 Star Hotel Spa)

Duties included:

The above responsibilities with

planning treatment for the diseases & implementing various Panchakarma therapies to the patients according to their conditions

Make sure staff cleans up after themselves .

Kitchen must regularly be kept free from dirty dishes, glasses, etc

Notify any maintenance changes with company president

Follow through with staff on not cluttering work areas with personal items

Make sure all employees complete daily cleaning duties

Coordinating between our satellite centre which are located in Kabini & Bangalore about the treatments, revenues, or any administrative issues.

Education and Qualifications:

2012

BAMS

Ayurveda

Western Massages

2007 SDM COLLEGE OF AYURVEDA UDUPI

Degree

Ayurveda

Spa Operation

Pre opening Of Spa

Spa Management

wellness resort operation

wellness resort management

2014 Symbiosis Centre For Distance Learning- Pune

MBA/PGDBA

2007 SDM COLLEGE OF AYURVEDA UDUPI

Bachelor degree in Ayurveda Medicine& SUrgery

Product Training:

September 2017 L'OCCITANE, L'Oreal,Kerastase,Margaret Dabbs

SDM College of Ayurveda Udupi

March 2014 MBA/PGDBA

Symbiosis Centre For DIstance Learning- Pune

Ayurveda massage,

Swedish massage,

Balinese massage,

Thai Massage,

Reflexology,

Body scrub,wrap,polish

Beauty therapies: facials, pedicure, manicure

Knowledge of salon products & services

Computer Literacy-Knowledge of MICROS,IDS,Winhms,MMS(manage my Spa),Microsoft Office

Marketing

Operation,Hr & Administration

May 2007 Ayurveda,yoga

SDM COLLEGE OF AYURVEDA UDUPI

Its a 5 1/2 year traing equalent to Modern MBBS in INDIA.

Vocational Qualifications

Hobbies and Interests

Playing Chess,

CV created at www.spastaff.com

SPA STAFF.COM

