

Curriculum Vitae

Male

D.O.B. 22 December 1975

Number of years working in industry:

25 years 6 months



Candidate ID Number: 11196

Nationality: Tunisian

Language Skills:

Fluent: English, French, Arabic

Permitted to work in: Tunisia

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager

Personal Statement

Seeking work in the Middle East, or on a cruise ship and open to other national and international opportunities.

Employment History:

February 2003 - Present - Spa Director at (most recent employer hidden for confidentiality) hammamet, Tunisia, (5 Star Hotel Spa)

Duties included:

- Prepare, implement and update business & marketing Plan.
- Manage the financial budget, control costs and prepare expenses reports
- Ensure the Spa operating procedures and polices
- Supervise daily spa operations and liaise with other staff members to ensure cleanliness, maintenance and service standards are upheld
- Co-ordinate spa promotions and other marketing activities to maximize Spa position in the market
- Assist in the development and updating of the spa brochure
- Manage client feedback
- Check inventory of health products
- Train employees.
- Handle employee schedules.
- Purchase necessary materials.
- Developing vendor relations.

Overseeing and motivating spa sales, implement strategies to achieve Performance targets

Products worked with:

decleor

sothys

January 2011 - January 2011 - hotel manager at royal azur, tunisia , Tunisia, (5 Star Hotel Spa)

Duties included:

q ASSISTANT GENERAL MANAGER

Responsibilities and achievements:

- Supervise the respect of law, rules and the dispositions running the hotel activities.
- Collaborate with the human resources department of applying for a new staff.
- Supervise and control the hotel activities within the departments and services.
- solve all problems in the hotel and plan preventive actions.

Undertake constant contacts with agencies to maintain and consolidate good relations

August 2000 - January 2011 - quality manager at orangers group, tunisia, Tunisia, (5 Star Hotel Spa)

Duties included:

q QUALITY & TRAINING MANAGER

q Responsibilities and achievement:

- Manage all quality assurance in ORANGERS GROUP and report directly to the PRESIDENT GENERAL MANAGER
- Perform quality audit other group.
- Analyze the quality ensurence system and suggest actions for improvement.
- Obtain ISO9002 accreditation for hotels and thalasso sites departments.
- In store the HACCP System

plan and elaborate the training program for all staff of the hotels

Education and Qualifications:

2000 hotel management

master degree

2000 centre international de glion

master degree hotel management

CV created at www.spastaff.com

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