

Curriculum Vitae

Male

D.O.B. 17 March 1972

Number of years working in industry: 13 years 1 month

Candidate ID Number: 112352

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: Saudi Arabia, UK - United Kingdom

Position Sought: Regional Senior Manager, Spa Director

Personal Statement

I am passionate about Wellness and I thoroughly enjoy leading my teams to deliver a memorable and rewarding guest experience. I have enjoyed the opportunity to work with leading brands in my career and my professional experience has taught me the following;

- I can lead and grow a team positively to perform to exceptional standards.
- Communicating clearly with my team at all times; driving operational service excellence and attention to detail to deliver spa and fitness programs consistently.
- My teams are structured and aware of the business plan and analyze spa metrics to ensure we achieve our departmental goals and objectives.
- I am focused on revenue generation and cost-savings to ensure maximum financial success for my host employer.
- I take the time to listen, to understand and to develop my team, mentoring coaching and ensuring a proactive corporate education strategy is in place. I always take full responsibility for my team.
- I work proactively with other departments to promote the Wellness strategy throughout the Hotel operation to engage customers.
- Wellness is constantly evolving and so am I, to ensure that I remain a leader who can facilitate a lifestyle change to guests.

Seeking work in national and international locations

Employment History:

July 2021 - Present - Spa Director at (most recent employer hidden for confidentiality) Riyadh, Saudi Arabia, (5 Star Hotel Spa)

Duties included:

Appointed as Director of Spa for the Four Seasons Hotel Riyadh, responsible for the renovation of the spa inline with the hotel renovation plans as part of the 2030 vision for Saudi Arabia.

Products worked with:

Biologique Recherche, Hydrafacial

August 2019 - March 2020 - Regional Senior Manager at Aman, Singapore, Singapore, (5 Star Hotel Spa)

Duties included:

- Operational Support for 31 Spas, inclusive Budgeting & Financial performance
- Treatment Strategy & Menu Development
- Supply Chain Management of Aman Skincare & Registration & NPD

- Corporate Spa Training Programme & Quality Control
- Increased Group Retail Sales from 3% to 8%, first increase in 3 years
- Increased AMAN treatments by 10% across group, improving brand awareness
- Reason to leave: Singapore Visa Rejection and COVID-19 impact on Asian Business

Products worked with:

Aman Skincare, ila

Career Break - Covid19 Pandemic

September 2017 - September 2019 - Regional Senior Manager at ESPA , Farnham, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Appointed as the senior operations associate to lead a team in delivering ESPA spa services to 198 operational spas globally. ESPA offers spa design, spa consultancy, spa management and product supply services to leading spas. Leading Global Spa company.

- Operational Support for 198 Spas
- Treatment Strategy & Menu Development
- Global Spa Sales (Product & Management Fees)
- Pre-Opening Lead & Design Input & Review - Budgeting, Key Performance Indicator Analysis
- Direct Line of 16 Staff
- One & Only Reethi Rah – developed Sleep & Digital Detox Programme (\$20k per annum)
- Corinthia London – reduced labour costs from 57% to 47% of Spa Sales & improved retention of staff
- Increased International Spa Product Sales by 20% on previous financial year

Reason to leave: Opportunity to be Group Operations Manager

Products worked with:

ESPA

October 2016 - September 2017 - Spa Director at Four Seasons, Charlestown, Saint Kitts and Nevis, (5 Star Hotel Spa)

Duties included:

Director of Spa & Fitness for the resort based in the West Indies, Caribbean. Development of new Spa and Lifestyle programmes

- Staff training, development, motivation and management
- Budgetary Control and review; Inventory Control and Product House review for new treatment program
- 11 Treatment Rooms, Health Club, Thermal Pools
- 22 direct line staff to Spa Director
- Treatment menu engineering exercise and following this proposed and implemented a local inspired massage treatment menu, with local supplies of massage oils, reducing the cost of treatment considerably, from imported oils. Unfortunately do not recall the %. However, it was also an opportunity to do training with the therapists, providing renewed motivation in massages.
- Oversaw the implementation of new software for spa operations, and the transfer of historical data to new system in line with new corporate policy.

Reason to leave: Opportunity to join Susan Harmsworth at ESPA International

Products worked with:

Aromatherapy Associates

December 2011 - December 2015 - Spa Director at Six Senses , Dibba, Oman, (5 Star Hotel Spa)

Duties included:

Joined Six Senses initially as Director of Spa in London responsible for the overall management of the spa and then progressing to special projects.

- Group Spa Membership Pilot Programme

- Director of Spa Zighy Bay, Oman
- Pre-Opening TRC Almaty, Kazakhstan - 6 Months on property
- Pre-Opening TRC AL Bustan, Oman -
- Heritance Kandalama, Sri Lanka, 4 Months, refurbishment proposal & spa management
- Operational support for Etihad Airways, London - implementing new treatment menu for First and Business Class Passengers in London and Abu Dhabi
- Working across multiple departments and properties

Reason to leave: Left due to family illness incident

Products worked with:

Subtle Energies, Organic Pharmacys, Margys

February 2010 - March 2011 - Spa Manager at Carlisle Bay, St Johns, Antigua and Barbuda, (5 Star Hotel Spa)

Duties included:

Align spa with operations and services with group brands standards. Due to changes the Blue Spa was voted 2nd Best spa in Americas/Caribbean and 15th Best out of the world 25 by readers of Conde Nast magazine in February 2011.

- Overall responsibility and accountability for Spa, tennis, fitness and kids programmes
- Improving retail spend from 4% to 14% (Retail to Treatment)
- Budgetary Control and ensuring financial targets are achieved (Achieved Budget)
- Staff training, development, motivation and management
- Improving Customer Service as per Leading Hotels of World guidelines
- 6 Treatment Rooms & Relaxation Room & Plunge Pools
- Technogym Gym & Yoga/Pilates Pavilion
- Direct line management of 24 persons & indirectly 40 persons (Baby Sitters)
- Duty Manager for Resort
- Responsible for Tennis and Kids Club & Teen Club as well.
- Reason to leave: Opportunity to join Six Senses Resorts & Spas

Products worked with:

NaturaBisse

Education and Qualifications:

1992 Southampton Solent University

HND Leisure Management

Leisure Management

1989 Michaelhouse

SM Matriculation South Africa

Hobbies and Interests

Sport, coffee, photography,

CV created at www.spastaff.com

