

# Curriculum Vitae

Male

D.O.B. 13 October 1978

Number of years working in industry:

21 years 9 months



**Candidate ID Number:** 11924

**Nationality:** Portuguese

**Language Skills:**

Fluent: Portuguese, Spanish

Good: English

Basic: French

**Permitted to work in:** European Union, UK - United Kingdom

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

## Personal Statement

My six years of experience in Spa business from therapist to spa director as provided me an excellent knowledge of how to build, manage and develop the spa team, the spa operations and meet the client's needs.

Seeking work in International Locations

## Employment History:

**October 2013 - Present - Spa Director** at (most recent employer hidden for confidentiality) anahita, Mauritius, (5 Star Hotel Spa)

### Duties included:

Responsible introducing new spa brands

Develop retail strategy with an achievement of 25% of total revenue

Strategy of prices,

Budget and P&L,

Spa team Training,

Implement SOP

Train spa team in techniques of sales and service to the client (spa).

Development of new treatments and treatment menu

### Products worked with:

Africology

Sundari

UMO

MCCM Medical Cosmetics

Terre D'afrique

Themae

**March 2010 - Present - Spa Director** at Vidago Palace Hotel, Chaves, Portugal, (5 Star Hotel Spa)

**Duties included:**

Responsible by all the Pre-Opening stage, strategy of prices, budget, P&L, marketing, installations, equipment, recruitment, therapists training, SOP, techniques of sales and service to the client (spa). Entrust of the team of therapists, stocks, products, schedules, development of new treatments. Technical formation of products and treatments with Aromatherpy Asssocitaes and MCCM Medical Cosmetics.

**Products worked with:**

Aromatherpay Associates and MCCM Medical Cosmetics

**December 2011 - October 2013 - Spa Director** at Universal Resorts, Kuramathi Island Resort, Maldives, (5 Star Hotel Spa)

**Duties included:**

Director of Spa at Kuramathi, Maafushivaru and Kandholhudoo islands

Responsible by all the Re-launching of the spa's,

Strategy of prices,

Budget and P&L,

Spa team Training,

Implement SOP

Train spa team in techniques of sales and service to the client (spa).

Development of new treatments.

**Products worked with:**

YONKA

Zoya

Aromatherapy Associates

**April 2005 - June 2011 - Head Therapist** at Sheraton La Caleta Resort& Spa, Tenerife, Spain, (5 Star Hotel Spa)

**Duties included:**

Activities and responsibility Pre-Opening Activities as recruitment, spa staff formation, SOP, Entrust of the team of therapists, stocks, products, schedules, development of new treatments. Knowledge and execution of all of the treatments of ESPA as corporal massages of Aromatherapy, facial, involvements, anti-cellulite, hot stones, hydrotherapy classes. Responsible for the activities of the spa during weekend and Duty Manager of the hotel during the week.

Execution of budgets, routines of operation, strategies of prices and marketing, tours and important visits.

•Achievements Responsible by the spa, responsible by the daily operation, execution of budgets, strategy of prices and marketing. Activities as recruitment, formation, procedures, Entrust of the team of therapists, stocks, products, schedules, planning, and

development of new treatments.

Duty Manager of the hotel during the week

**Products worked with:**

Espa

**June 2007 - March 2010 - Spa Manager** at Aquapura hotels, Lamego, Portugal, (5 Star Hotel Spa)

**Duties included:**

Responsible by all the final trial of Pre-Opening, mainly strategy of prices, budget, P&L, marketing, installations, equipment, recruitment, therapists training, SOP, techniques of sales and service to the client (spa). Entrust of the team of therapists, stocks, products, schedules, development of new treatments

**Products worked with:**

- Karin Herzog and Ytsara

**July 2006 - June 2007 - Spa Manager** at Welldomus , Oporto, Portugal, (Day Spa)

**Duties included:**

Responsible by all the trial of Pre-Opening, mainly strategy of prices, marketing, installations, equipment, recruitment, development of new handlings, formation, procedures, techniques of sales and service to the client (spa). Entrust of the team of therapists, stocks, products, schedules, development of new treatments

**Products worked with:**

Aromatherpay associates and pevonias

**May 2004 - April 2005 - Massage Therapist** at Sheraton Porto Hotel & Spa, Porto, Portugal, (5 Star Hotel Spa)

**Duties included:**

Knowledge and execution of all of the treatments of ESPA as body massages of

Aromatherapy, facial, wrap anti-Cellulite, hot stones. Classes of hydrotherapy.

Control of products ESPA (professional, trolleys, requests). Schedules.

Commissions and incentives.

Training new therapists.

**Products worked with:**

Training in ESPA treatments and Products

**Education and Qualifications:**

**2012**

**2009 ISESP**

Cooperativa de Ensino Superior, Politécnico e Universitário

Teacher on the MBA in thermal facilities management

**2009 Algarve and Vila Real Portugal**

SPA Management: Combining the holistic Spa with the medical clinic

## **Vocational Qualifications**

IT: Microsoft Office – Word, Excel, PowerPoint, Publisher, Project, Outlook.

Knowledge of Hotel Systems such as OPERA. SIHOT.

Knowledge of Spa System such as Baron, Reservation Assistant, Spa Soft.

Driving License – A, B, C

Swimmer in national and international teams

Lifeguard Course

CV created at [www.spastaff.com](http://www.spastaff.com)

