

# Curriculum Vitae

Male

D.O.B. 24 September 1969

Number of years working in industry:

25 years 7 months



**Candidate ID Number:** 12104

**Nationality:** British, Portuguese

**Language Skills:**

Fluent: English

Good: Portuguese, Hindi

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

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

## Personal Statement

### Employment History:

**July 2021 - Present - General Manager** at (most recent employer hidden for confidentiality) Hampshire England, UK - United Kingdom, (Health Club)

#### Duties included:

Responsible for the entire spa and recreation operations of this luxury 500 acre hotel estate. Facilities and activities include 15 treatment rooms with retail product range of Natura Bisse, Nuori, Neom, fully equipped gym, 3 GEX studios, tennis courts, kids club, highwire/zipline, Spa restaurant, heat experiences, vitality and swimming pool, relaxation rooms, fully equipped lockers with ESPA products. Team of 15 therapist, 10 PT/Ropes & Gex instructors, 7 Front of House staff, 15 Spa attendant's, Membership Manager, and 4 HOD's. Annual revenue 2mil.

**September 2012 - May 2015 - Regional Senior Manager** at Golds Gym- UAE, Abu Dhabi, UAE - United Arab Emirates, (Health Club)

#### Duties included:

As General Manager heading the flagship largest Golds Gym Intl. Club in the UAE of 37Ksq.ft of over 4400 members (expat & locals).

During Jan 2014 till Sept 2014 took an additional role of Area Business Manager, responsible for the overall EBITDAR for 7 clubs in UAE. Direct reports include GM's of my Area. Monthly GM & Club Audits, with OBC (Observation/Coaching & Feedback) to improve member satisfaction, club brand standards, membership and PT sales and renewals, net gain and attrition.

Set up policies, procedures, brand standards, sales training, including entire recruitment from presales to operating team.

Exceeding sales budget of 350-450 sales p.m & PT sales of over AED 400K per month.. Monthly average collections income 1.5 million (AED) These numbers are record revenue income for Golds Gym in UAE

Direct reports: 4 HOD's & a multi-national team of 70 staff including Lifestyle Specialist, PT, FOH/Admin & GEX team.

Facilities include, top end cardio & resistance machines from Hoist, Precor, Cross Fit & TRX. GEX classes range from Body Pump/Attack/Jam, Zumba, RPM, Kick boxing, Yoga & Pilates.

**March 2012 - August 2012 - Spa Director** at Grand Hyatt Goa, Goa, India, (5 Star Hotel Spa)

**Duties included:**

Responsible for this state of the art 35,000 sq ft spa, which achieved the rating as one of the best spas in the world by Conde Nast Intl. Traveller Magazine- April 2012.

Consists of 19 treatment suites carrying out a range of Holistic and Ayurvedic treatments ranging from Signature Diamond and pearl facial to Jade stone massage.

Direct reports: 4 Senior Managers and a team of 40 staff including Asst. Spa Manager, Recreation Manager, Camp Hyatt Manager, Team leaders, Guest service officers, & Lifeguards.

Dept monthly net profit: INR 1.5million

**Products worked with:**

Elemis, Ayurvedic Oils, Natural Bliss

**September 2009 - February 2012 - Operations Manager** at David Lloyd Leisure, Hatfield & Heston, UK - United Kingdom, (Health Club)

**Duties included:**

Responsible for the day-to-day running of the whole facility of this 5000 + member first David Lloyd club with a particular focus on health and safety, Maintenance the front of house team, the lifeguards , club support manager , Senior Manager as well as assisting with overseeing the day to day running of the building. Instrumental for inspiring and developing the team to deliver departmental targets through appropriate direction, coaching, support, and performance management.

Club facilities include Tennis, Badminton and Squash Courts, Outdoor Pool, Indoor Pool, Sauna, Spa and Steam Room Gym and Personal Training, Childrens Area, Creche and Nursery, Hair and Beauty Salon, Sports Shop, Bar Restaurant and Function Suite, Internet, Basketball Court & Sports Hall.

**January 2007 - August 2009 - Spa Manager** at Kensington Close Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Structured, streamlined and organised the entire Club operations and processes including Sales, G.EX, PT, Fitness Supplements, Beauty, FOH, External Free Lance Rental Agreements - Adding an additional revenue of over £5000 per month)

Moved sales from an average of 25 sales per month to over 75 sales per month with a net gain average of 65 sales per month.

**Products worked with:**

Elemis, Aromatherapy Associates.

**September 2004 - December 2006 - Spa Consultant** at Hilton LivingWell Health Club, London, UK - United Kingdom, (Health Club)

**Duties included:**

Promoted to General Manager in June 2005 after successful performance as Operations Manager

Directly accountable for achieving monthly sales target/ net movement by ensuring all sales and leaver processes and stringently followed. Also responsible for Fitness/Group Exercise; Sensory; FOH; H&S; Membercare.

As Operations Manager : Responsible for H&S and day to day Club Operations.

Moved H&S score from 49% to 80% in six months.

**January 2001 - October 2003 - Spa Manager** at Langham Hilton & Heathrow Hilton, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Advanced to increasingly responsible Health Club Manager post at this very busy Living Well Health Club In Nov 2002 catering to in house guests of 385 rooms and 450 Club members, with ultimate responsibility over all Health and Safety Legal Compliance, Pro Shop, Stock control, Sales and Budgetary Controls, Beauty Treatments, Staff / Membership Sales Administration, promotional activities planning, Hygiene and Cleanliness function.

- Administered GBP 150K annual operating budget for operations, maintenance, and repairs of Club and its equipments.
- Recruited, trained and motivated dynamic employees for optimum operations.
- Proved the ability to architect and solidify win-win outcomes under difficult circumstances of cutthroat competition.
- Drive business growth through aggressive business development initiatives that result in increased revenue growth.
- Provided training to new staff to enhance professionalism, sales and higher conversion rate of membership.

As Operations Manager - Health Club & Spa @ The Langham Hilton Hotel- London UK

Directed activities of workers engaged in maintaining of this 5 Star Deluxe Club. Prepared work schedules and assigned duties to operations personnel to ensure efficient operation of this 5 Star Deluxe Club.

- Supervised personnel performing internal operations in the Deluxe Health Club & Spa which included

7 Elizabeth Arden treatment rooms.

- Directed employee training to improve efficiency and ensure conformance with standard procedures and practices.
- Conferred with subordinate personnel to discuss operational problems and explain procedural changes and practices.
- Oversaw general administration of the club including updating and processing of membership records.
- Compiled required and special reports on operating functions of the club. Responsible for upkeep and maintenance of Health & Safety Records.
- Coordinated and managed club tours, monitored inventory, liaised with other departments.

Planned developed and implemented strategic sales promotion strategies to ignite growth and profits

**Products worked with:**

Elizabeth Arden (Red Door Spa of Mayfair); Aromatherapy Associates, Elemis

**January 1999 - May 2000 - Recreation Manager** at Goa Marriott Resort, Goa, India, (5 Star Hotel Spa)

**Duties included:**

- Determined work activities necessary to operate recreation facility, hired, trained and evaluated performance of staff.
- Provided professional services in pre-opening of Marriott's first Hotel in India. Liaised and coordinated with Project Manager in setting up of the Recreational facilities.
- Planned developed and implemented sales & marketing strategies for promoting the Health Club Membership. Initiated promotional mailing campaigns to acquaint public with activities of facility.
- Registered patrons and explained rules and regulations. Conferred with patrons to resolve grievances.
- Maintained financial records and prepared budget.
- Identified, selected and appointed contractors for Transport, Security, Cable T.V & Tour agencies.
- Provided operations with expertise in enhancing customer relations

**Products worked with:**

Ayurvedic Oils.

**November 1994 - December 1998 - Health Club & Water sports Manager** at The Oberoi Bogmalo Beach Resort, Goa, India, (5 Star Hotel Spa)

**Duties included:**

- Supervised and coordinated the activities of workers engaged in the planning, selling and instructing of fitness plans for clients of health club. Directly supervised 35 subordinates and performed department administration.
- Assigned and adjusted work schedules to meet customer demand. Managed local membership sales & marketing.

- Gave remedial training to correct worker deficiencies. Ensured courteous service to patrons.
- Planned and sold figure-controlling programs to prospective patrons.
- Demonstrated the operation, explained purpose of equipment such as treadmill exerciser, stationary bicycle, Resistance Training and instructed patrons in their use.
- Organized Swimming Clinics, Aerobics, Tennis and In- House activities.

### **Products worked with:**

Various massage oils, Ayurvedic Oils & treatment

**June 1991 - December 1993 - Recreation Supervisor** at Hilton Trade Centre Apartments, Dubai, UAE - United Arab Emirates, (Hotel Fitness Centre)

### **Duties included:**

Day to day running of apartments club servicing 1200 residents of the apartments

## **Education and Qualifications:**

### **2018 Chartered Institute Of Environmental Health UK**

Level 3

- Pool Plant Operator- UK
- Project Management- Dubai- UAE
- Leading High Performance- David Lloyd-UK
- Level 3 Award in H&S in the Workplace- Chartered Institute Of Environmental Health UK
- Swimming Pool & Spa Water Treatment- STA- UK
- First Aid At Work- David Lloyd-UK
- Certified New Hire Trainer-Marriott-UK
- Health & Safety for Managers -Hilton -UK
- Appraisal Skills Programme- Hilton UK
- Health & Fitness Instructor -Living well-UK
- Performance Management-Hilton Int-UK
- Successful Opening of Goa Marriott Resort-India
- Time Manager - Programme-Dubai
- Pool Water Quality Management-Living Well-UK
- Level 2 - Health & Safety- UK
- Train the Trainer -Langham Hilton-London
- Asst. Swimming Teacher-ASA UK
- Basic Health & Safety Course - The Royal Society for the Promotion of Health - London
- Basic Food Hygiene Course-Westminster College
- Foundations Of Leadership- Marriott Intl
- Dept Trainer- Hilton Intl- Gulf
- Supervision II -Hilton Intl

### **1993 Trade Wings Institute of Management**

Diploma in Hotel management with honors

## **Vocational Qualifications**

First Aid At Work

Project Management

Pool Plant Operator

## **Hobbies and Interests**

Nature walks

Triathlon

Swimming

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