

Curriculum Vitae

Male

D.O.B. 27 November 1976

Number of years working in industry: 5 years 10 months

Candidate ID Number: 12475

Nationality: Indian

Language Skills:

Fluent: English, malayalam

Permitted to work in: India

Position Sought: Spa Manager

Personal Statement

Flexibility and Adaptability to process changes

Seeking work in India and International Locations.

Employment History:

May 2011 - September 2011 - Spa Manager at (most recent employer hidden for confidentiality) Mumbai, India, (5 Star Hotel Spa)

Duties included:

Head the department for day to day spa and recreation operations and business developments

- Accountable for staffing, strategic directives and trainings
- Consultation on packages, therapy program and memberships
- Selecting Product line, conducting promotional campaign
- Working closely with sales and marketing team for the brand building and business development of the spa and recreations
- Creating Sop's & Brand standards for the Spa.
- Supervision on interior design, maintenance and housekeeping
- Selection of therapists and support team members
- Designing the Spa Menu and SOPs.
- Budget analysis

January 2010 - May 2011 - Spa Manager at Leela Kempinski Kovalam, Trivandrum, India, (5 Star Hotel Spa)

Duties included:

- Manage day to day spa operation includes 8 treatments room Ayurveda spa,

Two International therapy rooms, Beauty salon, Spa retail, two fitness centers, three swimming pool and beach area

- Establishing and meeting budget and financial goals of the department
- Ensured the highest levels of Guest's satisfaction by managing requests, anticipating needs and resolving criticisms
- Develop a Recruitment Kit for effective recruiting, screening, interviewing and hiring
- Creating and implanting effective marketing and public relation strategy for spa

- Design and implement new package/treatments for spa promotions
- Conduct and schedule regular training session
- Achieve sales and profit through maximizing revenue centers and monitoring expenses
- Update about the policies and procedures and encourage new ideas through effective communication procedure
- Ensure the proper house keeping standards and functioning of equipments in all respective areas

November 2008 - December 2010 - Spa Manager at Tanjerine, Hyderabad, India, (Day Spa)

Duties included:

Responsible for day to day spa takings, operations and business developments

- Accountable for staffing, strategic directives and trainings
- Ensure computer systems are being used for reservations and reports requirements
- Consultation on packages, therapy program and memberships
- Selecting Product line, designing for Spa & Salon.
- Creating treatment lines for spa & salon beauty and body treatments.
- Creating Sop's & Brand standards for the Spa.
- Supervision on interior design.
- Selection of therapists and support team members

Designing the Spa Menu and SOPs

October 2007 - October 2008 - Spa Manager at Ista Resort and Spa, Hyderabad, India, Hyderabad, India, (5 Star Hotel Spa)

Duties included:

Joined as pre-opening team member , responsible for setting up and lounging entire spa area, Gym and swimming pool

- Manage day-to-day spa operation, reception, retail area, and reservations; hosting areas, guest lounges to ensure that Spa experiences are consistent with the spa.
- Identifying latest spa developments revise the same within the organization
- Initiate and support of the professional training and development needs of new spa therapist to bring them up to international standards
- Identifying and interacting with vendors to access standardized raw materials for Spa.
- Develop and direct internal and external Spa promotions.
- Consistently deliver forecasting projections for areas of responsibility and implement effective adjustments as required
- Achieve high levels of quality guest service and customer satisfaction for spa guests
- Coordinate with the needs of the department and ensured the smooth operation
- Create awareness about the brand and bring attention on spa facilities through media

Coordinate with sales team to develop strategy for marketing and promotions for spa

October 2005 - October 2007 - Assistant Manager at Ananda in the Himalayas, India, Near Delhi, India, (5 Star Hotel Spa)

Duties included:

Ensured the smooth spa operation while achieving optimum value Guest service and to maintain the services and standards.

- Assisted in writing operation and standard operating procedure manuals
- Assisted in training and developing multi cultural staff in spa ethics, massage, facials, body scrubs, wraps, room set up, product knowledge, international hygiene and safety standards, and client customer care etc.
- Ensuring maintenance of all spa equipment and rooms to high standards.
- Conducting spa briefings in the absence of the Spa Director.
- Review staff performance
- Implementing hotel's rules and regulations and to report any deviation.
- Development of training programs and manuals.

Education and Qualifications:

2008 Vivekananda Yoga Anusadhana Samsthan

Degree

Yogic Sciences

YOGA, THERAPY TREATMENTS ETC

Vocational Qualifications

BA ECONOMICS

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