

Curriculum Vitae

Male

Number of years working in industry: 13 years 9 months

Candidate ID Number: 12483

Nationality: Canadian, South African

Language Skills:

Fluent: English

Basic: Spanish

Permitted to work in: South Africa, Canada

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

Personal Statement

- Successful Project Manager, Spa Operations Director & Spa Manager.
- Recruited and trained over 500 staff over a period of 12 years, involving 5 separate Health Clubs and 8 Spa's.
- International experience in the Health & Fitness and Spa Industry.
- A proven leader, skilled in motivating staff.
- Successful in exceeding sales targets.
- Effective in meeting monthly/annual budgets.
- Self-motivated, self-starter, goal oriented, attention to detail.

Seeking work in London, UK, Singapore and UAE

Employment History:

February 2008 - August 2010 - Product Development / Project Manager at (most recent employer hidden for confidentiality) Vancouver, BC, Canada, (Product Company)

Duties included:

- Develop & implement new product collections from market analysis to product development, component development, and marketing and sales support.
- Source all new components for the above mentioned collections.
- Develop feasibility studies for all new projects, including budgets for operating expenses and sales forecasts.
- Work together with regulatory bodies to ensure that all new products launched are in compliance.
- Manage all international distributors in terms of licenses and agreements and the setting and managing of sales goals with the focus being on growing international sales revenues.

Develop and Project Manage the internet online web store.

Career Break - Traveling

August 2002 - February 2008 - Operations Manager at Absolute Spa Group & Soluzione Spa Products, Vancouver, BC, Canada, (Hotel Spa)

Duties included:

- Initially started as a Spa Manager managing the Absolute Spa at The Fairmont Vancouver Airport. Thereafter promoted to Operations Manager.
- Long-term Management of seven spa facilities that form the Absolute Spa Group.
- Act as Project Manager with all new business ventures & new projects.
- Worked together with architects, contractors & landlords when working on developing new spa projects.
- Growing the organization in different areas i.e. Spa License / Franchise opportunities and developing an Educational Division of the organization.
- Directly been involved in 5 new Spa Development Projects & Openings.
- Implement & oversee all HR policies & procedures. Manage all recruitment, training & orientations as well as disciplinary processes for the Group.
- Developed Spa Incentive Package Programs & managed the relationship with Vendors.
- Negotiate & manage all in-house contracts.
- Researched & Project Managed the implementation and successful transition to a new Spa Management Software Program that was implemented at 4 different locations with a Centralized Call Centre.
- Day-to-day and long-term Management of Soluzione Spa Products, the Manufacturing & Distribution division.
- Focus on growing the Company in new product development & researching new product lines that can be distributed.
- Successfully Project Managed the launch of 3 new Organic product lines.
- Generate & drive new sales together with the Sales Manager.
- Co-ordinate and book all Trade Shows - Canadian & International Shows to exhibit product lines.

Manage all Operations & Logistics to ensure a successful Trade Show.

Products worked with:

Aromatherapy Associates

Youngblood Mineral Make Up

Moor Spa

Y-Spa for Men

February 2001 - June 2002 - Customer Service Manager at The Elmwood Spa, Toronto, ON, Canada, (Day Spa)

Duties included:

- Managed a staff compliment of 35 Customer Service Representative's & Hostess's.
- Followed-up with all guest related concerns
- Initiated Customer Service meetings on a monthly basis.
- Recruitment, training and retraining of all customer service employees.
- Ensured that all service standards are adhered to by all Customer Service employees.
- Managed all Performance Appraisals for the team.
- Act as "Duty Manager" in the absence of the Executive Spa Director
- Submit payroll ensuring accuracy and consistency with company's budget.
- Liase with accounting regarding any pertinent accounting issues at POS.
- Assist the Executive Spa Director on day to day spa operations as needed.

Work in conjunction with the Facilities Manager to ensure that maintenance standards are adhered to and the client has a positive lasting experience.

Career Break - Traveling

November 1999 - July 2000 - General Manager / Cluster Manager at Fitness First, London, UK - United Kingdom, (Health Club)

Duties included:

- Direct management of entire facility, including financial, administration, sales, operations, customer service and human resources.
- Managed pre-opening sales team to ensure sales goals were exceeded.
- Recruited & trained all staff prior to Club opening.
- As Pre-Opening Manager, negotiated all purchases with suppliers and communicated with contractors on a daily basis to ensure Club opened as scheduled.
- Designed the layout of all Fitness equipment to ensure optimal usage of all space available.
- Liaised with local municipal authorities to ensure that all bylaws and stipulations were adhered to.

Cluster manager of the Kingsbury Fitness First Branch, with a direct reporting General Manager.

Career Break - Traveling

April 1999 - October 1999 - General Manager at Fitness First, London, UK - United Kingdom, (Health Club)

Duties included:

- Direct management of entire facility, including financial, administration, sales, operations, customer service and human resources.
- Generated income other than sales, including merchandise and extra-curricular activities. An increase of approximately 20% was achieved within three months.
- Recruited a new Team and implemented and developed a new Club Ethos Program to ensure outstanding Customer Service and increase in Membership Sales.

Implemented Member Feedback Programs and Membership Retention Programs to ensure continued Club growth.

Career Break - Traveling

September 1995 - December 1998 - Club General Manager at Health & Racquet Club, Durban, South Africa, (Health Club)

Duties included:

- Recruited & Trained 160 staff over the 3 year period.
- Managed an annual budget of US \$800,000 per year per Club.
- Managed all contract workers as well as negotiated in-house Tenants to operate The Spa, The Juice Bar & Retail Outlet per location.
- Managed all Financial, Operations & Sales per location.
- Implemented school programs and community programs to ensure continued sales growth.
- Managed all PR, Advertising & Marketing.

Each Facility had in excess of 5000 active members.

Career Break - Traveling

Education and Qualifications:

1998 Varsity College

Diploma in Business Management

Majoring in: Human Resource Management; Labour Law; Marketing; Financial Accounting; Financial Management; Property Management; Strategic Management.

Varsity College, Durban, South Africa

1996 University of Kwa-Zulu Natal, South Africa

1994 - 1996 Masters in Arts (Human Movement Studies)

Majoring in: Exercise Physiology.

University of Kwa-Zulu Natal, Durban, South Africa

1993 Honours in Human Movement Studies

Majoring in: Exercise Physiology, Sports Science, and Physical Education for the Special Needs.

University of Kwa-Zulu Natal, Durban, South Africa

1989 - 1992 Bachelor of Arts in Human Movement

Majoring in: Education, Geography and Human Movement Studies.

University of Kwa-Zulu Natal, Durban, South Africa

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