



# Curriculum Vitae

**Male**

**D.O.B. 27 March 1972**

**Number of years working in industry:**

**22 years 0 months**

**Candidate ID Number:** 12674

**Nationality:** Portuguese

**Language Skills:**

Fluent: English, Portuguese, Spanish, French

Good: Italian

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

**Position Sought:** Spa Manager, Spa Co-ordinator, Assistant Manager

## Personal Statement

I am a highly motivated individual dynamic, creative, open minded and open for new solutions who strives for success in all areas within my working career. I have an outstanding working ethic and believe in inspiring my teams and perform results oriented training where necessary, focused and positive reinforcement is part of my work ethic. I have excelled in areas of achieving set weekly, monthly and yearly targets.

in-depth knowledge of generating revenue at all levels. Demonstrated proficiency in staffing, training and problem solving.

## Employment History:

**October 2014 - Present - Spa Director** at (most recent employer hidden for confidentiality) windsor, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

- Designing and promoting activities to meet customer demand and generate revenue
- spa & leisure manager at the Oakley Court Hotel in Windsor
- and Duty Manager for the Hotel
- manage health Club brands to be promoted within the health club
- recruiting, training and supervising staff including staff rotas
- maintaining hight levels of customer care, often with a particular focus avoiding loss of existent members
- product monthly and weekly reports on revenue, retention and business split
- prioritising target activities and user groups

### Products worked with:

- Elemis, La therapie, Bliss, Opi, Phyto

**June 2020 - Present - Spa Director** at Quinta da Comporta, Portugal , (5 Star Hotel Spa)

### Duties included:

- Total accountability for P&L, forecasting yearly budget
- Designing and promoting activities to meet customer demand and generate revenue
- Recruiting, training and supervising all spa staff
- Maintaining high levels of customer care, with a particular focus on avoiding loss of existing users
- Prioritising target activities and organizing wellness retreats
- Created the all wellness program for the hotel

**December 2016 - June 2020 - business partner** at Fitness Express 25 , Lisbon, (Hotel Fitness Centre)

**Duties included:**

- We have a portfolio of very high profile clientele in London from public figures from BBC to models amongst our clients we serve the royal family in Qatar where we travel at least 1 or 2 x a year ,our services include total tailor made programs from exercise, personal training sessions ,Pilates to wellness services totally personalized to suit their needs and demands.
- KORE therapy specialist -is system of healing and performance enhancement proven effective for accelerated recovery it gives unique and tangible results in a single session, it's a therapy that uses muscle & functional testing to check muscle power in number of physical positions highlighting injured and imbalances areas. Weakness directs us to restrictions in nerves ,blood and Qi flow the treatment is initiated here and the power retested to ensure successful recovery has been achieved
- Clinical Acupuncturist -also certified in cosmetic acupuncture or facial rejuvenation Performer a Variety of treatments to many different conditions
- Body work therapist Massage therapist, performing variety of modalities from therapeutic massage ,Bamboo massage , Thai herbal poultice, hot stones , Shirodara Ayurveda head massage ritual, scrubs, seaweed body wraps etc..
- Personal trainer develop and deliver personalized 1 to 1 sessions and programs made to meet clients needs , from weight loss to total body conditioning ,body sculpting or just general fitness • Specialized in EMS-(electric Muscle stimulation) combined exercises using simultaneous EMS
- Anmo FU 5 Element abdominal massage therapy
- Cupping therapy

**July 2014 - October 2014 - Membership Sales Professional** at Fitness Express 25, london, UK - United Kingdom, (Hotel Fitness Centre)

**Duties included:**

- Selling different types of packages and memberships
- Organizing events to give exposure to the company
- Designing and creating price lists, gift vouchers and appointment cards
- Carrying seminars on general health exercise, full control and accountancy of P&l setting out KPI and all health and safety legislation duties

**April 2014 - July 2014 - Spa Consultant** at Canyon Ranch, Several Cruise Ships , USA - United States, (Cruise Ship)

**Duties included:**

- Travelled to USA, completed their service excellence course in Vegas a 90 treatment room spa
- Responsible for the retail operations of 19 luxurious spas on board high end cruise ships.
- Assist in the assessment, evaluation and training of retail sales.
- Conduct visits to the CR Spa clubs on a frequent basis and provide summary reports of the visit.
- Assist in the creation of retail collateral for training and assessments.
- Provide to Canyon Ranch management requested reports and analysis as needed to ensure ongoing oversight of retail sales.
- Provide the Spa Directors with mentoring, guidance and retail operational direction to drive revenue, retain staff and meet the guest service standards and satisfaction.

**January 2013 - March 2014 - Spa Manager** at Kensington Close Hotel, London, UK - United Kingdom, (Cruise Ship)

**Duties included:**

- Designing and promoting activities to meet customer demand and generate revenue
- Manage salon brands to be promoted within the Spa
- Coordinating advertising and promotion material for the club and spa to increase usage; including commissioning and market research
- Recruiting, training and supervising staff, including managing staff rotas
- Maintaining high levels of customer care, often with a particular focus on avoiding loss of existing users
- Producing monthly and weekly reports on revenue, retention and business split
- Prioritising target activities and user groups
- Dealing with complaints and incidents
- Preparing and checking budgets and generating income;

- Purchasing equipment and supplies
- Managing maintenance, insurance, and cleaning contracts
- Carrying out health and safety checks on the equipment and site

#### **Products worked with:**

Elemis, Bliss, Declor

**January 2004 - August 2012 - Spa Director** at Steiner, several Cruise ships, (5 Star Hotel Spa)

#### **Duties included:**

- Responsible for the implementation and set up and management of the Spa operations in different luxury cruise lines such as Queen Elizabeth from Cunard, Silver Spirit from Silver Seas
- Completed several contracts aboard the Adventure & Navigator of the Seas from Royal Caribbean International. ([www.royalcaribbean.com](http://www.royalcaribbean.com))
- Day to day co-ordination and accountability for P&L of the Salon, spa, Fitness Centre
- Supervising all spa staff i.e. 35 Spa Therapists, Front Desk Receptionist & Acupuncturist
- Greeting and personally welcoming customers and helping maintain accurate appointments diary
- Staff training on company standards and customer service
- Decision on making on promoting products and services
- Maintaining and improving customer relations through advertising, promotions and organizing theme evenings
- Designing and creating the price lists, gift vouchers and appointment cards
- Carrying seminars on general health exercise detoxification and aromatherapy
- Perform a variety of spa therapies, Seaweed Body wraps; Swedish massage, deep tissue, reflexology, facials, Thai herbal poultice, bamboo massage, Elemis Facials

#### **Products worked with:**

Elemis, Bliss, La therapie

**Career Break - Training - industry-related**

#### **Education and Qualifications:**

##### **2014 Personal training Academy**

Level 3

Level 3 personal training (PT academy)

level 2 fitness instructor (PT academy)

National Plant Operator level 3 (CIMSPA)

Facial & Massage skin care ( British Academy of Beauty )

##### **1993 Profestetica**

Anatomy

body Electrics

Pathology

Health & safety

Therapeutic Massage

##### **1993 Instituto Medico Naturista de Lisboa**

Diploma in massage and physiotherapy

Diploma in Naturopathy

#### **Product Training:**

**February 2004**    **Elemis**

London and Miami

- Course of Aroma stone Therapy -Elemis 2004, Certified in Elemis Aroma Spa sewed therapy, London, UK
- Exotic Body Scrubs Elemis 2004,
- Lomi Lomi massage Elemis 2004,
- Thai Herbal Poultice, Bamboo Massage, Deep tissue
- Elemis Facials
- Course of Ionithermie -Steiner
- Succeeding as a Supervisor PRINCESS U 2005
- Managing Change
- Pilates certification course
- Yoga certification course

**January  
2004**

**Elemis**

UK

8 weeks intensive training before joining the cruise ships

## **Vocational Qualifications**

Scuba Diving certified

Management course diploma obtained in April 2009 in Miami Steiner academy

Succeeding as Supervisor Princess U 2005

General course of Kinesiology, Naturopathy

## **Hobbies and Interests**

General fitness, and Pilates

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

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