

# Curriculum Vitae

**Male**

**Number of years working in industry:**

**20 years 11 months**



**Candidate ID Number:** 12830

**Nationality:** Indian

**Language Skills:**

Fluent: English, Hindi, Panjabi

Basic: Arabic

**Permitted to work in:** India

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

## Personal Statement

\*12 years' experience in wellness industry

\* 7 Years Spa Managerial experience.

\* 3 Pre-opening Resort/Destination Spa experience.

\* Expertise in: Spa and Beauty treatment, wellbeing and lifestyle packages, health treatments, Diet & Nutrition's, Ayurveda, Panchkarma, Crystal and Reiki healing, Watsu healing etc.

## Employment History:

**June 2016 - Present - Spa Director** at (most recent employer hidden for confidentiality) Bali, Indonesia, (5 Star Hotel Spa)

### Duties included:

- Reporting to resort General Manager
- Ensure through effective entire supervision that all services offered at the spa are carried out with the professionalism, efficiency and courtesy.
- Oversee, supervise and monitor all facets of daily operations.
- Ensure all guests and visitors to spa leave with a pleasant experience.
- Maintain and enhance guest satisfaction through effective relations and inter-personal skills.
- Ensure facility is clean and well maintained at all times.
- Assist subordinates during peak periods and during shortage of manpower.
- Maintain and promote an atmosphere of tranquility and peace in spa areas at all times.

### Products worked with:

Royal Dedari Spa

**July 2015 - March 2016 - Spa Manager** at Kempinski hotels, Seychelles, Seychelles, (5 Star Hotel Spa)

**Duties included:**

- Ensure through effective entire supervision that all services offered at the spa are carried out with the professionalism, efficiency and courtesy.
- Oversee, supervise and monitor all facets of daily operations.
- Ensure all guests and visitors to spa leave with a pleasant experience.
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**FINANCIAL**

- Prepare the annual departmental budget.
- Ensure that expenses are in line or below with department's operational budget and that costs are strictly controlled.
- Introduce improvements and adjustments to ensure the facility is cost-effective.

**MARKETING & PUBLIC RELATIONS**

- Attend promotional events as appropriate.
- Maximize sales of in-house facility, merchandise and products through effective promotion.
- Liaise with hotel and corporate sales and marketing departments.

**EMPLOYEE RELATIONS**

- Ensure all subordinates project a professional image and pleasant disposition to enhance guests experience.
- Conduct orientation program and training courses for new employees and regular "refresher" courses for existing employees.
- Conduct periodical evaluation of employees performance and take appropriate corrective measure for improvements.
- Ensure that the facility is adequately manned during peak hours.
- Take appropriate disciplinary action against repeat offenders of company's rules and regulations and policies and procedures.

**TRAINING**

- Ensure new employees attend hotel's orientation program before commencing work in the spa.
- Regularly update and improve training to reflect on current industry standards, trends and customers' expectations.

Assisted in training and developing multi-cultural staff in spa Ayurveda treatments and client customer care.

**ADMINISTRATION**

- Ensure that respective division's monthly and other reports and correspondences are completed punctually and accurately.
- Plan and effectively schedule employee's roster to maximize manpower resources.
- Ensure spa and related general supply items are in sufficient stock, and that their consumption is in line with the business demands.

**Products worked with:**

Resense spa

**April 2014 - July 2015 - Spa Manager** at Vana Retreat, Dehradun , INDIA, India, (5 Star Hotel Spa)

**Duties included:**

- Reporting directly to Wellness Director.
- Ensure through effective entire supervision that all services offered at the spa are carried out with the professionalism, efficiency and courtesy.
- Oversee, supervise and monitor all facets of daily operations.
- Ensure all guests and visitors to spa leave with a pleasant experience.
- Maintain and enhance guest satisfaction through effective relations and inter-personal skills.
- Ensure facility is clean and well maintained at all times.
- Assist subordinates during peak periods and during shortage of manpower.

- Maintain and promote an atmosphere of tranquility and peace in spa areas at all times.

### **Products worked with:**

Vana retreats is one of the biggest wellness retreats in India with more than 50 treatment rooms Best new destination spa by conde nast traveller, UK on 1st May 2014

**March 2011 - March 2014 - Spa Manager** at Six Senses Spa, Dambulla, Sri Lanka, Sri Lanka, (5 Star Hotel Spa)

### **Duties included:**

In the Capacity my main responsibilities are:

#### **OPERATIONAL**

- Reporting to Area Spa Director, Maldives/MD Six Senses Spa's or as otherwise advised from time to time.
- Ensure through effective entire supervision that all services offered at the spa are carried out with the professionalism, efficiency and courtesy.
- Oversee, supervise and monitor all facets of daily operations.
- Ensure all guests and visitors to spa leave with a pleasant experience.
- Maintain and enhance guest satisfaction through effective relations and inter-personal skills.
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- Ensure spa and related general supply items are in sufficient stock, and that their consumption is in line with the business demands.

### **Products worked with:**

- Six Senses- Product from Thailand
- ESPA- Product from England
- ILA- Product from England
- L'Oreal- Product from France
- Sodashi- Product from Australia
- Amla- Product from Germany

- Spa Ceylon- Product from Sri Lanka

## **September 2010 - March 2011 - Assistant Manager** at Six Senses Spa, Maldives, Maldives, (5 Star Hotel Spa)

### **Duties included:**

- Ensure through effective entire supervision that all services offered at the spa are carried out with the professionalism, efficiency and courtesy.
- Oversee, supervise and monitor all facets of daily operations.
- Ensure all guests and visitors to spa leave with a pleasant experience
- Ensure that expenses are in line or below with department's operational budget and that costs are strictly controlled.
- Introduce improvements and adjustments to ensure the facility is cost-effective.

### **Products worked with:**

- Six Senses- Product from Thailand
- ESPA- Product from England
- ILA- Product from England
- L'Oreal- Product from France
- Sodashi- Product from Australia
- Amla- Product from Germany

## **April 2009 - September 2010 - Assistant Manager** at Constance hotels, Maldives, Maldives, (5 Star Hotel Spa)

### **Duties included:**

- Ensure new employees attend hotel's orientation program before commencing work in the spa.
- Regularly update and improve training to reflect on current industry standards, trends and customers' expectations.
- Assisted in training and developing multi-cultural staff in spa Ayurveda treatments and client customer care

### **Products worked with:**

- ESPA- Product from England
- ILA- Product from England
- L'Oreal- Product from France

## **November 2006 - April 2009 - Head Therapist** at Shanti Ananda, Mauritius, Mauritius, (5 Star Hotel Spa)

### **Duties included:**

- Maintain and enhance guest satisfaction through effective relations and inter-personal skills.
- Ensure facility is clean and well maintained at all times.
- Assist subordinates during peak periods and during shortage of manpower.
- Maintain and promote an atmosphere of tranquility and peace in spa areas at all times.

### **Products worked with:**

- ESPA- Product from England
- ILA- Product from England

## **November 2004 - November 2006 - Senior Therapist** at Ananda in the Himalayas, India, India, (5 Star Hotel Spa)

### **Duties included:**

- Maintain and promote an atmosphere of tranquility and peace in spa areas at all times.
- Maintain and promote an atmosphere of tranquility and peace in spa areas at all times.
- Perform high standard spa treatment.
- Ensure new employees attend hotel's orientation program before commencing work in the spa.

### **Products worked with:**

- ESPA- Product from England

- ILA- Product from England

## **Education and Qualifications:**

### **2016**

Reiki, crystal reiki, watsu

### **2014 Constance,**

- Seven key of success Workshop • Train the Trainer Workshop • Management Training Skills Program Course
- Received 3 weeks advanced ESPA Training from Miss Katrina Lynam UK. Training course covering, the company and product range, product knowledge, Aromatherapy, Essential oils and contra indications. Practical experience of how to conduct an Aromatherapy, rebalancing, luxury and express facial, Body brushing, Detoxifying algae wrap, Mud envelopment, Facial lymphatic drainage and pressure points.
- Received 2 weeks ILA Training from Miss Suzan UK. Training course covering the product range, various treatments such as manipura and kundalini body massage and product knowledge as well.
- Received 3 weeks Intensive Watsu Training and Basic Shiatsu sequences from Mari Mac Ritchie from Scotland.
- Received 4 weeks Deep tissue massage training from Pamela R. Young (cottonwood USA)
- Received 1 week Customized massage Advanced Watsu Training from Pamela R. Young. (USA)
- Received 2 weeks training of Crystal Reiki and Indian head massage by Michele Bend ( UK)
- Received 5 Weeks Intensive yoga training from Ram Kumar (head yoga teacher in Ananda in the Himalayas)
- Received 1 week training of Hopi ear candling by Michele Bend (UK)
- Attended Reiki workshop conducted by Dr Trisha Ellis for 15 days from 6 to 21 of March 2006.
- Intensive training over 150 hours in Anatomy and Physiology, Swedish massage, Aromatherapy, Reflexology.
- All Anatomy and Physiology advanced back and Swedish massage training followed the ITEC syllabus, Aromatherapy the IFA syllabus and Reflexology the AOR Syllabus all of the UK and approved by the British Government.
- Received 1 week Lithos hot and cold Stone therapy.
- Possess knowledge of facials, body scrubs, body wraps, Ananda signature treatments.
- Received 4 weeks Gumnut spa software Training for spa reservation.
- Received 2 week Touche spa software Training for spa reservation.
- Received 1 Week training of Spa Booker (Spa booking software from US).

### **2005 Ayurveda Pharmacy Ltd. Aluva, India**

Ayurveda health care and special therapy of kerala

### **2004 Omkaranand yoga Academy, Rishikesh, India.**

Diploma in yoga

## **Product Training:**

### **November 2006    ESPA ILA**

Shanti Ananda, Mauritius Constance hotel, Maldives

Body care

Face care

## **Vocational Qualifications**

First Aid

Fire fighting

## **Hobbies and Interests**

- Yoga and philosophy.
- Photography of the living nature.
- Stamp collections of different nations.

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