

Curriculum Vitae

Female

D.O.B. 08 June 1984



Number of years working in industry:

18 years 4 months

Candidate ID Number: 12889

Nationality: Indonesian

Language Skills:

Fluent: English, Indonesian

Basic: Italian

Permitted to work in: Italy, Indonesia

Position Sought: Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Receptionist, Area Sales Representative, Membership Sales Professional

Personal Statement

Experienced in the Spa industry for over 10 years within 5 stars hospitality background in different cultures.

My objective is to step forward in management sector of Spa focusing on high quality services and increasing profit margins.

Seeking work in national and international locations

Employment History:

December 2012 - Present - Spa Manager Internship at (most recent employer hidden for confidentiality) Rome, Italy, (5 Star Hotel Spa)

Duties included:

Managing day to day operation, Quality controlling, preparing protocols and procedures for both operation and management sectors, analyzing market and implementing selling strategy, setting up promotions and menu development.

Products worked with:

Vagheggi Products

Career Break - Training - industry-related

December 2012 - June 2016 - Spa Co-ordinator at Kempinski Emirates Palace Spa, Abu Dhabi, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Responsible for driving sales and overseeing the implementation of key business initiatives, ensuring that all policies/procedures have been clearly communicated and are implemented, supervising the team in delivering their best practices and high standards in all areas of services in order to achieve a smooth, efficient and high profitable Spa. Dealing complaints promptly and efficiently.

Products worked with:

- Elemis, Forle'd, Amra, CharmElemie d'orient, Kerstin Florian, Anantara Spa care

Career Break - Traveling

January 2011 - December 2012 - Receptionist at Conrad Maldives, Ranggali Island, Maldives, (5 Star Hotel Spa)

Duties included:

Providing the highest possible standards of customer service ensuring guests are treated in a polite, efficient, professional and friendly manner. Aiming to achieve the monthly budget by arranging therapists' schedule and maximizing the daily Spa bookings based on Yield Management.

Products worked with:

Therake, Eminence

September 2009 - December 2010 - Head Therapist at Banyan Tree Resort and Spa, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

Supporting Spa daily operational and services, scheduling Spa roster and vacation plan. Controlling products inventory and shipment from the overseas suppliers and conducting appraisal and assessment to subordinates based on daily performance observation.

Products worked with:

Banyan Tree Spa House Products

June 2009 - June 2009 - Spa Trainer at Banyan Tree Resort and Spa, Bintan, Indonesia, (5 Star Hotel Spa)

Duties included:

Creating and updating Spa treatments and services, designing and planning a spa program/menu, supervising daily operational, conducting new staff training or corrective actions to ensure high standards are maintained at all time.

Products worked with:

Banyan Tree Spa House Products

June 2007 - June 2008 - Massage Therapist at Banyan Tree Resort and Spa, Bintan, Indonesia, (5 Star Hotel Spa)

Duties included:

Providing the treatments and services with highest possible standards while ensuring customers' expectations are met in line with business ethics and goals.

Products worked with:

Banyan Tree products

June 2006 - June 2007 - Massage Therapist at Trident Hilton Spa, Gurgaon, India, (5 Star Hotel Spa)

Duties included:

Delivering five-stars treatments while continuously improving skills and knowledge through trainings.

Products worked with:

House Products

Education and Qualifications:

2015 Banyan Tree Spa, Conrad Spa

Trained in house

Banyan Tree Spa Training Centre

Vocational Qualifications

Customer Service, Fire Safety

Hobbies and Interests

Yoga, Travelling, Blogging

CV created at www.spastaff.com

