

Curriculum Vitae

Male

D.O.B. 20 December 1977

Number of years working in industry:

15 years 8 months



Candidate ID Number: 13424

Nationality: Portuguese

Language Skills:

Fluent: English, portuguese, Spanish

Basic: French

Permitted to work in: European Union, Maldives

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, General Manager Club & Spa

Personal Statement

An experienced, proactive leader with a 15 year track record in the 5 Star Hotel industry. I embarked on my journey in the Spa and wellness sector driven by a genuine zeal for health and wellness. Throughout my career, I've consistently invested in my own growth, eagerly seizing every opportunity for professional development. Fuelled by an unwavering self-motivation, I dedicated myself to mastering various facets of the industry, including boosting sales, enhancing profitability, and gaining a deep understanding of financial matters to align with the business's requirements. Through continuous training and invaluable mentorship, I've meticulously constructed a strong foundation, allowing me to identify venues that cater to the evolving wellness lifestyle and predict emerging trends for business expansion. My leadership style motivates teams to consistently deliver outstanding results.

Kind regards,

Ricardo Inocentes.

Employment History:

July 2018 - Present - Spa Consultant & Project Developer at (most recent employer hidden for confidentiality)
Biarritz , France , (Hotel Spa)

Duties included:

Overseeing the entire lifecycle of a Spa project, including inception to completion. Assessing, tracking, and evaluating the project's financial aspects, encompassing expenses and staffing needs. Crafting and finalizing agreements with prospective clients to establish fruitful partnerships. Ensuring that the Spa project aligns with quality standards, adheres to project timelines, and stays within budgetary constraints.

Products worked with:

Aromatherapy Associates Body and Facials Treatments.

March 2019 - Present - Senior Spa Director at Rosewood London, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

My role is to boost revenue and profit at the Rosewood Sense Spa and Fitness Suite, while also developing our team's skills and service quality to create an exceptional Spa experience. I'm focused on nurturing team relationships to ensure top-notch service for hotel and local guests.

Products worked with:

- EviDenS de Beauté
- Maison Caulières
- Sodashi
- Votary
- Humanity Cosmetics
- 79 Lux
- Kloris CBD

August 2024 - November 2024 - General Manager Club & Spa (maternity cover) at The Lanesborough Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

As the General Manager Club & Spa, I lead all aspects of operations, strategic planning, and guest experience to ensure the highest standards of service and profitability. My role involves overseeing day-to-day operations, managing a dynamic team, and implementing innovative strategies to enhance member satisfaction and business growth.

Products worked with:

- L'Atelier Green Paris
- Tata Harper
- GROUND Wellbeing
- Ila's Spa

April 2023 - May 2023 - Spa Consultant at Rosewood Abu Dhabi, Abu Dhabi, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

The deployment of the highly efficient Task Force at our affiliated yielded a significant increase of 12% in treatment revenue subsequent to the visit. This success was accompanied by the successful implementation of strategic enhancements and the incorporation of recommendations aimed at optimizing the operational efficiency of the Sense Spa.

Products worked with:

Spa Brands

June 2010 - April 2023 - Massage Therapist at Vidago Palace Hotel & Spa , Vidago, Portugal, (5 Star Hotel Spa)

Duties included:

- Spa opening and closing.
- Aromatherapy Associates Body and Facials Treatments.
- MCCM Medical Cosmetics Body and Facials Treatments.
- Balneotherapy with Vidago Thermal Water Treatments.
- Shiatsu Massage and Shiatsu Workshops .
- Client's reception, assistance and counselling.
- Spa reception support.

Products worked with:

- Aromatherapy Associates
- MCCM Medical Cosmetics

May 2017 - May 2018 - Spa Director at Six Senses Zil Pasyon, Felicite Islands, Seychelles, (5 Star Hotel Spa)

Duties included:

Effectively overseeing, coordinating, guiding, and managing all aspects of the Spa department's operations and administration, in strict adherence to the Spa Manual's established benchmarks. Prioritizing revenue generation, responsible for supervising the team, minimizing costs, and optimizing guest satisfaction, all while upholding the rigorous standards set by Six Senses Spa.

Products worked with:

- The Organic Pharmacy
- Terres d' Afrique

January 2015 - January 2017 - Spa Director at Constance Moofushi, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

In charge of overseeing the daily operations of the Spa Department, ensuring adherence to quality standards consistent with Resort and Company policies. Focused on elevating 'Uspa by Constance' to a premier establishment in the region through the provision of professional and personalized reception and service.

Products worked with:

- USpa Brand (Body and Facial)
- Ymalia Face Products

June 2014 - January 2015 - Assistant Spa Director at Jumeirah Dhevanafushi, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

Supervising all Spa operations and directly reporting to the Spa Director. Leading the comprehensive training of Spa Therapists to uphold exceptional standards. Serving as the Head of the Department (HOD) for the Spa, both independently and in command of daily operations, from August 2014 to January 2015.

Products worked with:

- Ila-Spa
- Margy's

August 2012 - April 2014 - Head Therapist at SHA Wellness Clinic, El Albir, Spain, (5 Star Hotel Spa)

Duties included:

Leading the Spa's overall operations and overseeing the day-to-day management of a team comprising 20 therapists and 20 treatment rooms. Tasked with developing and executing comprehensive Spa SOPs, policies, and protocols, starting from scratch. Additionally, responsible for crafting and implementing spa menus, designing protocols, managing reporting, overseeing inventory, and formulating purchasing strategies, all while maintaining a focus on exceptional customer service.

Products worked with:

- Piroche Cosmetics
- Maria Galland
- Skin Clinic
- Wella

July 2011 - July 2012 - Massage Therapist at SHA Wellness Clinic, Albir, Spain, (5 Star Hotel Spa)

Duties included:

- Body, Facials and Body Wraps Therapeutic Massages from Aromatherapy Associates.
- Craneo-Cervical and Deep Tissue Massages.
- Firming and Reducing Body Wraps Seaweed.
- Presotherapy.
- Ballancer.
- Body Sculptor and Shiatsu Massages.

- Client's reception, assistance, counseling and clinic support.
- Spa reception support.
- Product and scheduling management.

Products worked with:

- Aromatherapy Associates
- Piroche Cosmetics

Education and Qualifications:

2019 OSTELEA - School of Tourism and Hospitality, Spain

Master

EXECUTIVE MASTER IN HOTEL MANAGEMENT, RESTAURANT COMPANIES, AND FOOD & BEVERAGE

2008 PORTUGUESE SCHOOL OF SHIATSU

Certificate/Diploma

SHIATSU

History of Shiatsu; Different methods, features, physiological functions, advantages and disadvantages of Shiatsu; The concept of "Hara", "tsubo", "Kyo" and "Jitsu", "Sya" and "Ho"; Ki - The East Bioenergy; Yin/Yang, The Five Movements and The Meridians theory; Diagnosis in Shiatsu by the: "hara" and face; Meditation and The Chakras.

2004

2004 High College of Trás-os-Montes e Alto Douro (UTAD)

- DEGREE IN MANAGEMENT with probation (begin - March 16, 2004; end - June 04, 2004 - total hours: 465h) in Large Distribution Areas in the INTERMARCHÉ of Marco de Canaveses - Portugal, with a stage plan based on: Merchandise, Warehouse, Marketing, Inventory and Management Order, Accounting, Front Store, Commercial IT and Human Resources

Product Training:

June 2015 YMalia

Constance Moofushi

- Face & Body Products Knowledge.
- Consultation Procedures (Treatment Planning).
- Rituals & Results.
- Well-Being Treatments
- Scrubs & Wraps Treatments.
- Facial Treatments.

February 2012 Piroche Cosmetics

SHA Wellness Clinic

- Detoxing, Stimulating, Regenerating and Energetic Diagnosis and Treatments with the Devices Lymphdrainer and Beautystimm.

June 2010 MCCM Medical Cosmetics

Vidago Palace Hotel & Spa

- Knowledge of Mesotherapy for Face and Body and Ampule Products; 2. knowledge of Handling Mesotherapy Equipment; 3. Consultation Procedures (Treatment Planning);
- Mesotherapy Transdermic Treatments (Anti-Sagging, Anti-Stretch Marks, Anti-Aging, Anti-Cellulite, Anti-Hair Loss, Facials);
- Drainage Lymphatic Electric (DLE) Treatments (Anti-Cellulite, Anti-Local Cellulite, Anti-Stretch Marks, Anti-Sagging).

June 2010 Aromatherapy Associates

Vidago Palace Hotel & Spa

- Face & Body Products Knowledge.
- Consultation Procedures (Treatment Planning).
- Rituals & Results.
- Well-Being Treatments.
- Pregnancy Treatments.
- Body Enrich Treatments.
- Scrubs & Wraps Treatments.
- Hands & Foot Treatments.
- Facial Treatments.
- Essential Hot Stones Treatment.

Vocational Qualifications

- SHA WELLNESS CLINIC, BEST MANAGER 2013
- Diving curse advance Level (30mt)

Hobbies and Interests

- Tai-chi

CV created at www.spastaff.com

