

# Curriculum Vitae

Male

D.O.B. 02 December 1981

Number of years working in industry:

16 years 10 months



**Candidate ID Number:** 13432

**Nationality:** French

**Language Skills:**

Fluent: English, French

Basic: mandarin, Spanish

**Permitted to work in:** European Union, Monaco, Macau, French Polynesia, UK - United Kingdom

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

## Personal Statement

My abilities to think ahead, to maximise sales opportunities, my high expectations regarding service combined with my business and marketing skills will be an immediate asset for your company. I am a quick learner and put the best into everything I do.

Hands-on experience of business management & business development within the luxury Spa industry. Ability to manage & motivate the best therapists and Spa Managers in the field. Understanding of company finances. Immaculate appearance, disciplined personality, professional approach & attention to detail. My charisma, creativity & high standards of service combined with my experience and business knowledge make me an immediate asset.

## Employment History:

**February 2015 - Present - Regional Senior Manager** at (most recent employer hidden for confidentiality) Macau, Macau, (5 Star Hotel Spa)

### Duties included:

Supporting and leading projects across Asia.

Property-based regional role (hands-on operations).

Helping hotel General Managers on how to drive their wellness operations, optimise resources, develop talent, leverage on strategic partnerships, achieve relevant KPIs

Supporting new pre-opening projects, guiding Spa Manager, assessing brand standards.

### Products worked with:

Themae, L'Occitane, Ytsara...

**February 2013 - February 2015 - Spa Director** at Sofitel London St James, London, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

- Managing the day-to-day operation of the Spa and Fitness within Sofitel London St James.
- Increased capture rate of hotel guests.
- Increased loyalty of external clients.
- Creation and implementation of budget, marketing and communication strategy for the Spa.

- Full control and responsibility of P&L.
- Exceeded revenue by 11% from 2012 and GOI by 14% from target.
- Planned, organized training and press launch of Marisa Berenson new product range
- Task force consultant for So SPA Amsterdam & Munich
- Sharing best practice in SO SPA Seminar in Dubai for best Retail Sales' So SPA worldwide.

**Products worked with:**

Cinq Mondes, Carita, Marisa Berenson

**February 2012 - April 2013 - Spa Director** at Cobella Selfridges London, London, France, (Day Spa)

**Duties included:**

- Managing a team of 37 - Incl. Hair Stylists, therapists, nail technicians, receptionists & Spa attendants.
- Increased customer satisfaction: 0 complaints in 6 months compared to an average of 2 per week before.
- Created and implemented a Satisfaction questionnaire - Increased loyalty by +12% in 6 months.
- Data capture optimisation.
- Recruitment, training, performance appraisal, improving the operational procedures of the Salon

**Products worked with:**

Guinot, Dermalogica, Epicuren

**June 2011 - December 2011 - Spa Director** at After the rain, Paris, France, (5 Star Hotel Spa)

**Duties included:**

- Pre-opening and launching duties for after the rain spa within St James & Albany Hotel in Paris
- Develop relationship with the local area for marketing and advertising purposes.
- Recruit, train and implement operational procedure with a team of therapists and receptionists
- Liaising with Suppliers and Contractors to ensure deadlines were respected before opening.
- Creating strategy to increase client database and Spa Membership.

**Products worked with:**

After the rain

**January 2010 - June 2011 - Spa Manager** at Glow Urban Spa, London, UK - United Kingdom, (Day Spa)

**Duties included:**

In charge of 2 prestigious Day Spas in Central London.

Glow Urban spa voted Condé Nast Traveller UK DAY SPA of the year 2010

- Identify new ideas and business opportunities within the Spa and Beauty industry.
- Create and Implement agreed marketing strategies.
- Day to day supervision, coaching, training, disciplinary & appraisal to achieve defined standards.
- Motivate, train & develop employees to develop & maximise product sales opportunities.
- Complete management of stock control
- Launch and promotion of Yoga/Pilates Studio within the Spa.
- Increased revenue by 27%.
- Retail / products sales went from 3% of revenue to 16%.
- Stock loss reduced to zero

**Products worked with:**

La Prairie, Rodial, Dermalogica, Mama Mio, Dr Duve, OPI, Nude

**July 2009 - December 2009 - Spa Co-ordinator** at Pennyhill Park Hotel, Bagshot, Surrey, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Work experience in one of the most prestigious hotels in the UK – 4500m2 – 50 members of staff

- Taking and managing bookings daily to achieve maximum capacity and room occupancy.
- Clear understanding of procedures and retail products within the spa.
- Ensure administration and procedures were carried out to company standards.
- Health & Safety of the premises, report any incident

**Products worked with:**

Terrake, The SPA, Li'tya

**March 2009 - June 2009 - Spa Manager** at ETEC LE SPA, Montpellier , France, (Day Spa)

**Duties included:**

Spa Manager and Therapist intensive training.

- Technical and financial management: optimization of scheduling. Development of client base.
- Implementation of Spa techniques and protocols on clientele. Therapist specialized in various massages.
- Trained in the techniques and protocols of Thalgo, Terrake, and Pevonia.

**Products worked with:**

Terraké, Pevonia, Thalgo

**January 2007 - January 2009 - Business Assistant Manager** at Chateau Saint Maurice, Avignon, France, ( Hotel Spa)

**Duties included:**

EXPERIENCE WITHIN A VINEYARD

Development of customer base, event organisation and promoting Guesthouses.

Responsible for promotional activity, organisation of weddings and corporate lunches.

Communication, negotiation and quotations.

Stock control (production of 1M bottles per year)

Attractive merchandising.

+2 years as a retail MANAGER in LONDON

**Products worked with:**

Not a spa related experience

**Education and Qualifications:**

**2000 High School in Avignon, France**

A LEVEL AND GCSE

**2009 ETEC LE SPA, FRANCE**

Technical and financial management: optimization of scheduling. Development of client base.

Implementation of Spa techniques and protocols on clientele. Therapist specialized in various massages.

Trained in the techniques and protocols of Thalgo, Terrake, and Pevonia.

**2003 IFC**

BACHELOR IN MANAGEMENT, MARKETING AND BUSINESS

**Product Training:**

**Dermalogica**

## **May 2010**

Surrey

1 day product recommendation training

## **March 2009**

**Thalgo, Terrake and Pevonia**

ETEC, France

Product training, Protocol and Techniques

## **Vocational Qualifications**

Spa Booker

Premier Spa

Opera / Micros

Legionella Jacuzzi training

Many In house Accor training.

## **Hobbies and Interests**

Passion for sports, travel and food.

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

**SPA STAFF.COM**

