

Curriculum Vitae

Male

Number of years working in industry: 17 years 5 months

Candidate ID Number: 13525

Nationality: Indian

Language Skills:

Fluent: English, Hindi

Permitted to work in: India

Position Sought: Spa Director, Spa Manager

Personal Statement

I am a knowledgeable, creative and skillful Spa Director/Manager with great background in growing new business opportunities, developing the market, overseeing, performing and managing the day-to-day Spa operations.

Seeking work in India and International Locations

Employment History:

August 2011 - March 2012 - Spa Director at (most recent employer hidden for confidentiality) Goa, India, (Day Spa)

Duties included:

Develop spas for India.

Overseeing operations of all spas.

Interpret Financial statements and provide expertise for revenue Vs loss.

Control ongoing service & product margins.

Develop & maintain policies, procedures, processes and standards.

Implement strategies for managing operational costs and boost bottom line.

Monitor customer satisfaction with comments.

Educate & guide staff become caring problem solvers, cooperative, accommodating and fair.

Implement ongoing skills training to ensure service standards are being upheld.

Develop and monitor Job Descriptions.

Maintain an up to date version of the Spa Procedure Manual and ensure compliance.

Attend Management meetings and convey all relevant information throughout the Spa.

Hold regular staff meetings to keep staff up to date on all aspects of the Spa operations.

Products worked with:

Canyon Ranch Certification as Spa Director

July 2010 - August 2011 - Spa Manager at Alila Hotels & Resorts, Goa , India, (5 Star Hotel Spa)

Duties included:

Pre Opening project team.

Spa Area 18000sqft.

Co-ordinated all aspects of the spa in terms of project requirements, FF&E, products & recruitment.

Performed all aspects of profit and loss, including services and product revenue, controllable expense, sales mix, and financial ratio targets.

Ensured accurate, complete, and timely communication among various employee groups, including spa management team, therapists, spa staff, and company office personnel.

Ensured the highest levels of guest satisfaction by managing guest requests, anticipating guest needs.

Performed training and development, and other aspects related to spa personnel.

Accurately measured inventory, placing order, controlling shrinkage, and ensuring professional product needed for services were stocked and orderly.

Ensured spa facility was cleaned and maintained for guests and employees.

GOP was in the range of 55%.

October 2005 - January 2006 - Spa Manager at The Intercontinental The Grand Hotel, Mumbai, India, (5 Star Hotel Spa)

Duties included:

Overseeing the operations and development of the spa & fitness center

Training of staff, developing strategies for business development, introduction of professional operational management systems, therapeutic training & complete administration.

February 2002 - August 2004 - Spa Manager at Hyatt Regency , Mumbai, India, (5 Star Hotel Spa)

Duties included:

Pre Opening project team.

Spa Area 12000sqft.

Co-ordinated all aspects of the spa in terms of project requirements, FF&E, products & recruitment.

Maintaining Hyatt spa standards by training and development of staff.

Contribute to financial objectives as revenue generating center.

Analysing costs and profits.

March 1998 - March 2000 - Fitness Professional at Horizon Fitness Facility, Muscat , Oman, (Hotel Fitness Centre)

Duties included:

Overseeing the operations, marketing and revenue generation for the center.

Membership based revenue.

March 1995 - March 1998 - Spa Manager at Raheja Group of Hotels, Mumbai, India, (5 Star Hotel Spa)

Duties included:

Spa Area 14000sqft.

Pre - opening project team.

Co-ordinated all aspects of the spa in terms of project requirements, FF&E, products & recruitment.

March 1987 - March 1995 - Fitness Professional at The Leela Kempinski , Mumbai , India, (5 Star Hotel Spa)

Duties included:

Spa Area 10000sqft.

Pre - opening project team.

Co-ordinated all aspects of the spa in terms of project requirements, FF&E, products & recruitment.

Revenue based on spa memberships.

Conducted recruitment, training and development of staff.

Education and Qualifications:

1995 Reebok University USA.

Personal Trainer & group fitness trainer.

Nutrition & Healthy eating. Fitness certification from Therapeutic training done in Esalen, Swedish, Sports, deep tissue, Asian therapies, hydro massage, scrubs & exfoliation with infusion & vichy showers.

1995 Canyon Ranch Spa Tucson, Arizona.

Certified as Spa Director

Spa Training and Management program

1983 Osmania University

BA

English & English Literature

1977 Barnes School

ICSE.

Hobbies and Interests

Mountain Biking, Trekking, Photography, Reading, Fitness & Music.

CV created at www.spastaff.com

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