

# Curriculum Vitae

**Male**

**D.O.B. 27 June 1977**

**Number of years working in industry:**

**24 years 1 month**



**Candidate ID Number:** 13527

**Nationality:** Greek

**Language Skills:**

Fluent: English, Greek

**Permitted to work in:** European Union, Thailand, Indonesia, UK - United Kingdom

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

## Personal Statement

An exceptional Spa Director who has gained invaluable experience at the premium end of the Spa industry. Passionate and determined to be successful, this has been reflected in achieving targets, motivating others, enjoying in being part of a team, and driving a business in a focused, professional and productive environment.

## Employment History:

**January 2014 - Present - Asia HR & Operations Consultant** at (most recent employer hidden for confidentiality)  
Bangkok, Thailand, (5 Star Hotel Spa)

### Duties included:

CTI Group, Worldwide Services, Inc. (<http://cti-usa.com/>) is an American corporation which includes in its services the recruiting and deployment of personnel to cruise ships. Its clients are the crème de la crème in the cruise ship industry and include Celebrity, Royal Caribbean, Norwegian, Carnival, and others. My duties required a full time engagement and I was working on a pre-set 11 month contract. An example of the huge volumes included a contract with a cruise line which requested 1500 skilled culinary professionals.

### Achievements

- Improving and implementing our marketing strategy, thus reaching targets of tremendous volumes.
- Implementing the new operational procedures and overseeing the multiple Asian offices with great success. That required leading large teams, while mentoring and coaching individuals.
- Interviewing massive numbers of candidates with great care and effectiveness.
- Making new contacts with Universities and Educational Institutions, and making the brand visible by giving speeches in highly accredited universities, institutions and career expos.
- Monitoring the finances and accounting while ensuring the profitability maximization by aggressively increasing income and exercising a proper cost control

**April 2006 - June 2015 - Spa Consultant** at Varius 5 star Spas, nationwide, Greece, (5 Star Hotel Spa)

### Duties included:

I have worked as a Spa Consultant and I had the opportunity to do the set up on brand new Spas. Some of the Greek 5 star properties that I have been working for are:

Rodos Palladium Leisure & Wellness, Rodos

Adrina Resort & Spa, Skopelos

Poseidonion Grand Hotel, Spetses

Cactus Royal Spa & Resort, Crete

Porto Plataniás Beach resort & Spa, Crete

**Products worked with:**

St. Barth  
Pevonia Botanica  
Payot  
Cinq Mondes  
Phytomer  
Decleor  
Thalgo

**Career Break - Training - industry-related****October 2012 - September 2013 - GENERAL MANAGER** at ARAMINTH SPA & VILLAS, BALI, Indonesia, (Day Spa)**Duties included:**

Araminth Spa & Villas is one of the largest 5 star destination Spas in Bali, covering an area of 2900 sq.m. of treatment areas and surrounded by additional villas and gardens. I was privileged to be the 'captain' of Araminth's 'ship', do its start-up, and guide it to safe heavens.

**Achievements**

The operations of our Villas were spotless, their occupancies high, and their profitability even higher. I was in charge for their marketing, bookings, operations and F&B.

I will dare to state that I created a Spa that reached exquisite levels of quality, as close to perfection as it could get. Our benchmarking, focus, differentiation, and vision made this property unique but the biggest key was the high emotional engagement of the employees and our outstanding team work.

The employees were locals with very limited education and experience. Thus, I designed a "fast track" educational program, and I became their leader, mentor, coach and a great friend. I knew their great potential, and soon they became most proud about themselves, as they reached superb levels of professionalism. When I left, it was like leaving my family, as we had developed great bonds of trust.

Reaching levels of guest satisfaction between 95-98% and surpassing our financial goals.

Ensuring the short term profitability, the long term success and the sustainability of the business

**Products worked with:**

Balinese products

**April 2010 - October 2012 - Spa Director** at CAVO TAGOO HOTEL, MYKONOS, Greece, (5 Star Hotel Spa)**Duties included:**

Cavo Tagoo Hotel Mykonos (member of SLH) is among the most popular Hotels in Mykonos, providing superb service and accommodating top end guests from the four corners of the earth. It is a place where Hollywood stars, Royals and VIPs meet. Working daily among this top end clientele gave me further experience about providing services of supreme quality.

My responsibilities there were including all the responsibilities of a Spa Director, plus the task to ensure that the quality had to be spotless, meeting the expectations of a most demanding clientele, while increasing considerably the sales and profitability.

**Products worked with:**

Phytomer

**April 2007 - March 2010 - Spa Director** at Porto Carras Grand Resort, Halkidiki, Greece, (5 Star Hotel Spa)**Duties included:**

Porto Carras Grand Resort is a titanic in size Resort covering an area of 2.000 hectares. It includes two large 5 star Hotels, luxurious villas, a Marina, a 21 hole Golf course, a Casino, private beaches, a winery, biological farms, and many other facilities. It also has 2 Thalassotherapy Spas: Meliton (4700 sq.meters) and Sithonia (1700 sq.meters) on which I did its successful start-up. Working in Porto Carras was a huge privilege, and it was one of the sweetest challenges that I have faced in my career.

**Achievements**

I had the privilege to create a unique and truly superb team that made the General Manager, themselves, and me very

proud. That required a lot of training and motivation, a great example and sensitivity to their cultural differences, as they had diverse backgrounds. Our maximum number of employees was 78.

I boosted the sales and net profits to record levels while maintaining a record level of quality. I cross-trained the staff, and the Spa was fully booked most of the time, even during low season due to a heavy focus on Spa packages.

Though the total monthly payroll cost got reduced by 30%, via the increase of productivity in 'smart' and sustainable ways, the employees were getting a raise and bonuses very often and we had extremely low employee turnover rates. I also found different suppliers abroad that were providing the same top quality products in much lower prices. Overall costs got diminished by 28%.

The retail sales were very effective and proved a major source of income. Often, retail sales were up to 35% of the total monthly income. I designed tools for our employees and set for them individual accessible goals. Products were getting sold in very large quantities, while the customers never felt manipulated or pushed.

I was a member of our senior executive team, with the task to create the Spa's vision, branding and marketing campaign, ensure an exquisite level of quality, be in charge for its finances, and often fly abroad to represent our Resort in international Tourism expos and to the media.

The Spas in Porto Carras grew and had a great reputation, becoming a destination Spa from repeated customers that were voting it as the best Spa they had ever visited. It also got many national awards and was included in Spa Finder's 2007 annual edition.

#### **Products worked with:**

St. Barth, Pevonia Botanica

**May 2004 - October 2006 - Spa Manager** at Lindos Blu Hotel & Suites, Lindos, Rhodes, Greece, (5 Star Hotel Spa)

#### **Duties included:**

Lindos Blu is an amazing boutique 5 star hotel which is a part of the 'Small Luxury Hotels of the World' (SLH) and is considered as the best Hotel in Rhodes island, Greece, holding multiple awards and accommodating many VIPs. There I had the opportunity to manage two beautiful Spas and maintain an optimum level of service, getting the most positive comments from the customers and boosting profits to new levels. In addition, I developed and implemented a new business strategy and my team achieved a 120% increase in retail sales, and a 40% increase of income from treatments. Lindos Mare is a 4 star sister Hotel, under the same ownership, which is located right next to Lindos Blu and includes a two storey Spa in its facilities.

#### **Products worked with:**

Phytomer

**Career Break - Training - industry-related**

**October 2002 - April 2004 - Senior Therapist** at Aldemar Paradise Mare Hotel, Rhodes, Greece, (5 Star Hotel Spa)

#### **Duties included:**

- performing treatments and training the therapists
- working as a Physiotherapist
- supervising the Fitness center

Aldemar Hotel was a great introduction to hospitality and tourism for me. During that time I decided to dedicate myself to the Spa industry.

#### **Products worked with:**

Decleor

**Career Break - Training - industry-related**

**January 1950 - October 1950 - Spa Manager** at n/a, n/a, Greece, (5 Star Hotel Spa)

#### **Duties included:**

no other job

**April 1950 - July 1950 - Senior Therapist** at n/a, n/a, Greece, (5 Star Hotel Spa)

**Duties included:**

no other job

**June 1950 - July 1950 - Spa Consultant** at n/a, n/a, (5 Star Hotel Spa)

**Duties included:**

no other job

**Education and Qualifications:**

**2014 Shivagokomarpag, Old Medicine Hospital, Chiand Mai, Thailand**

Certificate

Thai Massage and healing arts

**2013 Glion Institute of Higher Education, Switzerland**

MBA

MBA in Hospitality and Tourism,

under process

**2015 Glion Institute of Higher Education, Switzerland**

MBA in Hospitality and Tourism in one of the three best Hospitality institutes in the world. The MBA is online and still under process.

However, I already graduated the Postgraduate Certificate with Honors

**1999 Technological institute of Athens, Physiotherapy Department**

Bachelor Degree in Physiotherapy,

**Product Training:**

**April 2012 Pevonia Botanica, St. Barth, Phytomer, Thalgo, Cinq Mondes, Valmont, Algoane, Balinese products**

**Vocational Qualifications**

"I do what most Spa Directors do; just faster, better, quieter and with a big smile!"

**Key Abilities**

10 years of experience in management positions within the 5 star Hospitality industry

Strategic and critical thinking

Leading by example

Very passionate, high business ethics, and adaptable to changes

A citizen of the world with the ability to cope with a variety of cultures

Deep knowledge in General Management, Finance, Marketing, Administration and HRM

Ability to boost profits, achieve the highest quality standards and bond teams in harmony.

Service oriented and positive

Committed to perfection

Ensuring shareholders', customers' and employees' satisfaction

**Hobbies and Interests**

travelling all around the world

SPA STAFF. COM

