

Curriculum Vitae

Male

D.O.B. 21 February 1976

Number of years working in industry: 20 years 9 months

Candidate ID Number: 13579

Nationality: Indian

Language Skills:

Fluent: English, Hindi

Permitted to work in: India

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

Personal Statement

Spa and Wellness professional with over 20 years of experience, in urban, retreat, resort and hotel, spa and wellness operations in Asia, Europe and Middle East.

- Pre-opening assignments, operational guidance, multi-site management and leadership experience.
- Consulting exposure with emphasis on brand standards alignment, owner relationship management and interface with different operators.
- Concept development, feasibility studies, design and technical services for boutique owners and international hospitality brands.

Employment History:

January 2020 - Present - Spa Director at (most recent employer hidden for confidentiality) Bangkok, Thailand, (5 Star Hotel Spa)

Duties included:

Health and Wellness Director RAKxa, fully integrative medical and wellness retreat, Bangkok, Thailand

(January 2020 – January 2021)

- Strategic leadership, planning, executing and coordinating of all tasks related to the health and wellness division during the pre-opening period
- Coordinated training initiatives for Ayurveda, traditional Chinese medicine, traditional Thai medicine, energy healing and spa therapies with industry experts and product partners
- Creating wellness programs, planning guest journeys, developing and fine tuning overall operational flow
- Manning guide creation, finalisation of job descriptions and task requirements, recruitment and onboarding plans
- Mentor and guide alternative medicine practitioners, Ayurveda doctor, traditional Chinese medicine doctor and traditional Thai medicine doctor to develop specific operational standards
- Work with medical director to ensure clear communication and efficient operational flow for optimal guest experience
- Support PR team to develop relevant text to promote the property
- Support marketing initiatives to adapt to global and local situations

May 2013 - Present - Regional Senior Manager at GOCO Hospitality, Bangkok, Thailand, (5 Star Hotel Spa)

Duties included:

Associate Director Spa Operation GOCO Hospitality, Thailand

(September 2018 – December 2019)

Operational guidance of GOCO Spas in Europe, the Middle East and Asia Pacific, along with providing consulting

support to leading hospitality brands in Europe, the Middle East and Asia.

- Corporate leadership of GOCO managed spas in the UAE Thailand and Europe
- Operational excellence, guest satisfaction, international awards and recognition for GOCO managed spas
- Improved financial performance and employee engagement
- Improved quality of services and guest experience
- Resource management and cost control
- Strategic planning and development of future project in Thailand
- Negotiated deals for new consulting assignments related to operational support and training for International hospitality brands
- Pre-opening support and planning for Capella Sanya and Four Seasons Bangkok
- Coordinated work with our team based in the US for pre-opening support, product and retail recommendations, OS&E selection etc. for Viceroy Los Cabos Mexico

July 2011 - April 2013 - Spa Director at Claridges , Delhi, India, (5 Star Hotel Spa)

Duties included:

Spa Director Claridges Surajkund, India

(July 2011 – April 2013)

Worked with the Hotel Management team of the owning company and ensured that the standards of operations established by the spa management company were implemented and followed in all operational areas of the spa.

Major focus was on revising the manning requirements of the spa; leading and follow up on marketing initiatives; updating the operational policies and procedures for the spa; training and motivating employees; and updating the training documents. Highlights include employee morale and engagement. The spa employee opinion survey went up from 70th to 90th percentiles. Organised training and certification for all spa therapists with Aromatherapy Associates international trainer. Two Therapists were selected for international exposure for three months at SHA Wellness Clinic Spain.

- Spa was shortlisted for the Best Male Treatment category of the Asia Spa Awards 2011
- GOCO Hospitality, the management company for the spa was awarded Best Spa Management Company in the Spa China awards 2011
- Runner up, Hotelier India Spa and Fitness Person of the Year Award 2011
- Finalist - Asia Spa India Spa Manager of the Year 2011.
- Awarded Asia Spa India Most Luxurious Treatment of the Year 2011
- Awarded Asia Spa India Spa Manager of the Year 2012

November 2009 - May 2011 - Spa Director at Grand Hyatt Dubai, Dubai , UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Spa Director Grand Hyatt Dubai, United Arab Emirates

(November 2009 – May 2011)

Worked on renovation project of the spa. Completed the fitness centre and wet spa facility renovation and started work for development of treatment area. Negotiated with distributor and placed final order for fitness centre and treatment room equipment / supplies. Relocated the entire spa treatment facility to a temporary area in guest rooms so that we could provide spa services to all guests during renovation and continue to generate revenue. Spa offered regular promotions and activities to retain guests and members. Planned activities to retain members during renovation of the fitness centre. Kids Club - camps were a huge hit with kids and it provided an opportunity for additional revenue.

Involved in concept development and spa journey document, prepared standard scripts and discussed signature product development with vendors. Revised and updated training document and monthly revenue statistics reports, in line with the Hyatt brand standards.

February 2005 - November 2009 - Spa Manager at Park Hyatt Saigon , Ho Chi Minh City , Vietnam, (5 Star Hotel Spa)

Duties included:

Spa Manager Park Hyatt Saigon, Vietnam

(February 2005 – November 2009)

Pre-opening team member. Responsibilities involved recruitment, training and implementation of all operational brand standards of the company. Developed and implemented marketing strategies to meet financial objectives. Regular competitor analysis and created action plans based on internal audits and guest feedback in order to become a market leader in the region. Took care of the Fitness centre membership and ensured utmost satisfaction of members and hotel guests. Received recognition within the company for training initiatives as Park Hyatt Saigon's training tasks were used as example for new opening properties in the region. Spa was nominated for the urban spa category of the Asia Spa Awards. Spa listed on Conde Nast Hot 50 Spas Around the World.

Focused on developing the local employees to take on greater responsibilities and develop them for senior positions.

Education and Qualifications:

2021 Udemy and CTAA

Diploma

Meditation practitioner and teacher

2021 Centre of Excellence

Diploma

Naturopathy Diploma

2019 SDM School of Ayurveda, Kerala, India

Diploma in Ayurveda

Diploma in Ayurveda

2004 Cidesco International

Post Graduate CIDESCO Diploma

1996 Delhi University

Graduation (Bachelor of Arts)

Hobbies and Interests

ACHIEVEMENTS

- Awarded Asia Spa India Spa Manager of the Year 2012
- Runner Up Hotelier India Spa and Fitness Person of the Year 2011
- Hy Innovators award for the Training Academy Initiative at Park Hyatt Saigon 2005
- Ananda Spa Colleague of the Year 2001
- 1st place in Rishikesh Body Building Championship 2000
- Represented Rajasthan in Senior National Body Building Championship 1999
- 2nd place in Rajasthan State Body Building Championship
- 6th position in Delhi State Body Building Championship in 1998
- 3rd position in Inter College Body Building Championship of Delhi University

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