

Curriculum Vitae

Male

D.O.B. 12 May 1969

Number of years working in industry:

22 years 8 months



Candidate ID Number: 13630

Nationality: Croatian

Language Skills:

Fluent: English

Permitted to work in: European Union, Serbia , Croatia

Position Sought: Spa Director, Spa Manager

Personal Statement

Seeking work in International Locations

Employment History:

May 2014 - Present - Spa Manager at (most recent employer hidden for confidentiality) Larvik, Norway, (5 Star Hotel Spa)

Duties included:

Operational spa manager

Products worked with:

Decleor

Elemis

Voya

Babor

November 2013 - May 2014 - Spa Manager at Radisson Blu, Trysil, Norway, (5 Star Hotel Spa)

Duties included:

Spa manager

Products worked with:

Ellemis

Decleor

June 2012 - November 2013 - Spa Manager at Radisson blu hotel - Marion Mizzi Wellbeing , St Julian's , Malta, (5 Star Hotel Spa)

Duties included:

Spa manager

Products worked with:

Decleor

Clarena

Thalgo

December 2011 - May 2012 - Spa Director at The Body Holiday-St.Lucia, St.Lucia, Saint Lucia, (5 Star Hotel Spa)

Duties included:

Treatment rooms 40

Staff 60

Products worked with:

- Decleor
- Thalgo
- Elemis

October 2010 - December 2011 - Spa Manager at Radisson Blu, Marion Mizzi Wellbeing, St Julians, Malta, (5 Star Hotel Spa)

Duties included:

- To recruit ,train ,develop an effective Spa team
- Main duties included managing the daily revenue, scheduling staff roster, optimizing retail and booking revenue, staff satisfaction and guest relationship
- Made sure that the Spa met 5 star Luxury standards
- Develop procedures for accurate inventory control and monitoring
- Create ongoing in-house promotions and activities to stimulates sales, staff and customers
- Weekly reports, develop budget and follow up
- Marketing and Brand management
- Ensuring company ethos, policies ,systems and procedures are met, and also health & safety compliance issues are regulated
- Attained budget targets
- Increased efficiency of systems
- Restructuring and strengthened organizational behavior

Products worked with:

- Decleor
- Thalgo

April 2007 - September 2010 - Operational Manager at Myoka Hotels Ltd,Malta, Malta, Malta, (5 Star Hotel Spa)

Duties included:

Myoka Hilton Hotel, Myoka Radisson Blu, Myoka Dolmen Hotel, Myoka La Meridian Hotel

- To recruit ,train ,develop an effective Spa team with in 4 Myoka Spa's(40 staff)
- Interpret Financial Reports and provide expertise on (projected) Revenue vs. Expenses.
- Use financial plans for spotting trends, measuring productivity and monitoring progress.
- Control ongoing service and product margin analysis to ensure profitability.
- Develop Spa's Marketing Strategy and ensure a consistent image is being portrayed.
- Proactive in developing publicity opportunities and effectively dealing with media.
- Develop and maintain gracious and efficient front desk procedures.
- Anticipate, identify and ensure customer needs are being met in the best possible way.
- Monitor customer satisfaction with surveys, focus groups and comment cards.
- Develop and deliver credible, competitive, value-plus service to the customer.
- Guide staff to become caring problem solvers, cooperative, accommodating and fair.
- Implement ongoing skills training to ensure service standards are being upheld. Maintain an up to date version of

the Spa Procedure Manual and ensure compliance.

- Develop and maintain Spa literature, documentation and process handling requirements.
- 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's operation.

Products worked with:

- Decleor
- Thalgo
- La prairie

April 2003 - April 2007 - Assistant Manager at Hamilton Princes Hotel, Bermuda, Bermuda, (5 Star Hotel Spa)

Duties included:

- 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 client satisfaction by managing client requests, anticipating client needs, and resolving client criticisms.
- 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 clients and employees.
- Trained new team members.
- Performed retail sales and the scheduling of appointments as necessary.
- Performed other duties as assigned.

Products worked with:

Decleor

Education and Qualifications:

2016

2001 Oxford International School of beauty

ITEC

CIBTAC

beauty therapist

massage therapist

Product Training:

April 2009 Thalgo

Malta

April 2009 La Prairie

Malta

April 2001 Decleor

England

Vocational Qualifications

Radiographer

Nurse

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