

# Curriculum Vitae

**Female**

**D.O.B. 22 June 1979**

**Number of years working in industry:**

**22 years 1 month**



**Candidate ID Number:** 13641

**Nationality:** Canadian

**Language Skills:**

Fluent: English

Good: gujrati

Basic: urdu, French, Arabic

**Permitted to work in:** Canada

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

## Personal Statement

I have 25+ years of various luxury spa and customer service experience as well as strong managerial skills which make me the ideal candidate to represent your spa.

As a Certified Medical Aesthetician, Registered Shiatsu Health Practitioner, Yoga Instructor, and Licensed Holistic Spa Therapist I have a very good understanding of the spa industry and its trends. I always lead by example, consistently conveying a positive attitude, passion and pride in my work. I treat all clients, staff and fellow colleagues in a gracious, attentive, courteous and service-oriented manner. For your clientele, I will create exceptional customer experiences by anticipating needs, exceeding expectations and building relationships.

With previous management experience within the luxury leisure and retail sectors I have gained skills to achieve and/or exceed goals relating to revenue and cost of operations while providing the highest level of customer service. I can develop and introduce creative, stylish up-to-date treatment menus and packages; ensuring that the services offered are considered superior exceeding our guest's expectations. I can oversee departments; manage the schedule to maximize availability, appointments and services. Monitor the profitability of the Spa and its services; making recommendations and undertaking changes as required. I am able to monitor staff levels and performance, provide coaching on all spa services and accounting policies pertaining to cash handling, gratuity processes etc. to ensure compliance is being met, provide counseling, and disciplinary action for staff when required. Lead the development of the Spa's annual strategic plan in conjunction with the Hotel Marketing Manager if necessary. With much focus on delivering superior & memorable service, increasing revenues and manage expenses while maintaining an impeccable clean and well-kept facility, ensuring strict adherence to professional spa protocols while constantly striving for a superior customer experience.

I am an award winning service-oriented individual who is effervescent, gracious, well-mannered and attentive to the needs of guests, hard-working, and highly adaptable. I am particularly adept at dealing with situations that most people find too difficult or overwhelming to approach. In both my education and my work experience I have a strong record of success- a success I wish to impart to your spa.

## Employment History:

**January 2024 - Present - Spa Manager** at (most recent employer hidden for confidentiality) AlUla, Saudi Arabia, (5 Star Hotel Spa)

### Duties included:

As the Pre-Opening Spa Manager for Dalila Spa at Unesco heritage site, Dar Tantora The House Hotel I have:

Developed and introduce creative, stylish up-to-date treatment menus and packages; ensuring that the services offered are considered superior exceeding our guest's expectations.

Create all SOPs for general operations and treatments

Making recommendations on layout and undertaking changes as required.

Hire and train staff for opening

Focus on delivering memorable, superior service, increase revenues and manage expenses while the spa is not open but offering in-room services in the interim

Always maintaining an impeccable clean and well-kept facility, ensuring strict adherence to professional spa protocols while constantly striving for a superior customer experience.

**Products worked with:**

MZN

**Career Break** - worked in other industries while dealing with personal family matters

**November 2016 - Present - Assistant Manager** at Cheval Blanc, Noonu Atoll, Maldives, (5 Star Hotel Spa)

**Duties included:**

Achieve and exceed goals relating to revenue and cost of operations while providing the highest level of uber luxury service.

Develop and introduce creative, stylish up-to-date treatment menus, SOPs, and packages; ensuring that the services offered are considered superior exceeding our guest's expectations.

Manage the schedule to maximize availability, appointments and services.

Monitor the profitability of the Spa and its services; making recommendations and undertaking changes as required.

Monitor staff levels and performance, provide coaching on all spa services and accounting policies pertaining to cash handling, gratuity processes etc. to ensure compliance is being met.

Provide counseling, and disciplinary action for staff when required.

Focus on delivering memorable, superior service, increase revenues and manage expenses.

Always maintaining an impeccable clean and well-kept facility, ensuring strict adherence to professional spa protocols while constantly striving for a superior customer experience.

**Products worked with:**

Guerlain

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

**June 2012 - Present - HOD Therapists & Operations Manager** at Six Senses Spas, Doha & Almaty, Qatar, (5 Star Hotel Spa)

**Duties included:**

Started at Six Senses in Doha as the HOD for therapists and then promoted to Operations Manager in Almaty, Kazakhstan

Achieve and exceed goals relating to revenue and cost of operations while providing the highest level of customer service.

Develop and introduce creative, stylish up-to-date treatment menus, SOPs, and packages; ensuring that the services offered are considered superior exceeding our guest's expectations.

Manage the schedule to maximize availability, appointments and services.

Monitor the profitability of the Spa and its services; making recommendations and undertaking changes as required.

Monitor staff levels and performance, provide coaching on all spa services and accounting policies pertaining to cash handling, gratuity processes etc. to ensure compliance is being met.

Provide counseling, and disciplinary action for staff when required.

Focus on delivering memorable, superior service, increase revenues and manage expenses.

Always maintaining an impeccable clean and well-kept facility, ensuring strict adherence to professional spa protocols while constantly striving for a superior customer experience.

**Products worked with:**

Six Senses

Amala

Subtle Energies

Intraceuticals,

NANNIC

Charme d'Orient

Margys

**November 2009 - June 2012 - Sub-Contract Therapist** at The Hazelton Hotel, Toronto, Canada, (5 Star Hotel Spa)

**Duties included:**

Perform massages and spa treatments with luxury best practices on high end clientele

**Products worked with:**

Valmont

**January 2009 - November 2009 - Spa Consultant** at Steiner, Caribbean, (Cruise Ship)

**Duties included:**

Spa Therapist, Retail Specialist onboard The Explorer of the Seas with Royal Caribbean Cruises

Perform spa treatments with luxury best practices, high retail standards, inventory, sanitation, and reception

**Products worked with:**

Elemis

Bliss

**January 2008 - October 2009 - Massage Therapist** at Grotto Spa at Tigh Na Mara Resort, Parksville, Vancouver Island, Canada, (5 Star Hotel Spa)

**Duties included:**

Contract Therapist, Spa Coordinator

Perform spa treatments with luxury best practices.

Offer tours, schedule appointments

**Products worked with:**

Eminence

**September 2003 - September 2007 - Head Therapist** at Grailsprings Health & Wellness Spa, Bancroft, Canada, (5 Star Hotel Spa)

**Duties included:**

Oversee therapist department, SOP writing & training, evaluations, sanitation, while also delivering spa treatments with luxury best practices for guests.

**Products worked with:**

Eminence

Declore

Buddha Nose

**Education and Qualifications:****2016 In-house Training**

Certificate

LVMH Leadership Training. Maldives

**2010 Canadian Examining Board of Health Care Practitioners Inc.**

Certificate

Registered Shiatsu Health Practitioner.

**2010****2005 East to West Yoga**

Yoga Specialist Level One

Hatha Yoga

**2004 Canadian School of Holistic Training**

Certificate - Spa Therapist

Aromatherapy, Hot Stone, Bamboo, Thai Poultice, Thai Yoga, Lomi Lomi, Deep Tissue, Reflexology, Head and Scalp, Swedish, Pregnancy, Lymphatic, Holistic Medicine, Reiki, Yoga, Ygalates, Body Scrubs, Body Wraps, Cellulite Wraps, Clay Wraps, Hot Stones, Mud Wraps, Leaf Wraps, Salt Scrubs, Sugar Scrubs, and Thai Inspired Treatments.

**2003 Shiatsu Academy of Tokyo**

Shiatsu Therapist

Shiatsu

**2011 Canadian Beauty College**

Certified Honours Medical Aesthetician

I have a very vast knowledge of various medical aesthetic treatments and modalities including IPL, lasers (Nd:YAG for hair removal, Q-YAG 5 for Tattoo Removal) LEDs, Hydradermabrasion, Chemical Peels, Microdermabrasion, Alma Lasers, Vascular Lasers, Mono & Bi Polar Radiofrequency (with Ultra Sound and vacuum) for Body Contouring/Skin Tightening.

**2011 Steiner Training Academy**

Steiner Spa Therapist, Retail Specialist

**Vocational Qualifications**

Educational Assistant

Crowd Management

First Aid

Survival Craft Basics

Basic Fire Fighting

Human Relations

Security

Retail Specialist

## **Hobbies and Interests**

Arts and crafts, reading, being out in nature, family and friends, staying informed of the spa industry, creating spa products, caring about the world outside of my bubble.

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

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