



Curriculum Vitae

Female

Number of years working in industry:

21 years 4 months

Candidate ID Number: 13858

Nationality: South African

Language Skills:

Fluent: English

Permitted to work in: South Africa, UAE - United Arab Emirates

Position Sought: Spa Consultant, Spa Director, Spa Manager, Treatment Manager / Spa Trainer

Personal Statement

I started my international career working in the Maldives as a spa therapist for a first class hotel and spa brand - Six Senses - Soneva Gili. From there I moved to Dubai where I worked 8 and half years at the renowned Madinat Jumeirah Resort and Spa which later became the flagship spa for the International Talise Spa brand. Being passionate about my field, I have worked in multinational teams and handled different guest profiles while remaining focused on satisfaction and revenues. During my time with Jumeirah I had the opportunity to grow into a management role as Assistant Spa manager and later Therapist Manager where I was focusing on treatment quality and service delivery. As Therapist Manager, I was at one point in charge of a team of 30 therapists, managing training, schedules and day to day operational performances. After completing 9 years with the Jumeirah group, I moved to luxury brand - Raffles Dubai in October 2014 as Spa Manager where I am currently still employed and overseeing a team of 15 staff. This was an integral move for my career development taking a departmental head role. At Raffles Dubai, we maintain a high standing position on Tripadvisor at #2 out of 544 hotels. During my time at Raffles Dubai, I have been focused on Quality improvement and service which has been the biggest success along with financial strategies to boost spa revenue and profit optimization. I have recently been chosen as a Brand ambassador to assist spa managers in key strategies and operational support by global director of wellness for Accor - Raffles, Fairmont and MGallery.

I am passionate about my industry and I am looking for new challenges and experiences to further my growth within the health and wellness industry.

Seeking work in national and international locations

Employment History:

October 2014 - Present - Spa Manager at (most recent employer hidden for confidentiality) Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

- Overseeing therapist team of 15
- General Spa Operation including Gym and Swimming Pool
- Preparation of Spa Budget and CAPEX Plan
- Launch of New Spa menu and introduction of Spa Collateral
- Drive Quality performance through Guest Satisfaction channels
- Drive Colleague Engagement performance
- Monthly Professional and Retail product orders
- Monitoring hygiene and cleanliness of the treatment room.
- Performing annual appraisals and reviews of full spa team
- Promotional Marketing calendar to drive marketing activities and offers
- Brand Ambassador assisting Group Director of Wellness for Raffles, Fairmont and MGallery with Financial Reporting tool, spa collateral and Tri Brand strategies, LQA Quality, Guest Journey - Buddy system for new joining managers
- Task force assisting preopening spa at Fairmont Quasar - Turkey
- Completed Leadership Promise training course

- Summit Leader participant 2016 and 2017 - High Potential Leader

Products worked with:

Ahava, Barbor, Dermalogica, Gatineau, Clarins, Decleor, Environ, RVB, Sodashi, Margy's, Shiffa, Aromatherapy Associates, Amala, Margy's, Kerstin Florian

March 2005 - October 2014 - Assistant Manager at Jumeirah International, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

- Overseeing therapist team of 30. Responsible for staff rosters
- Monitoring hygiene and cleanliness of the treatment room.
- Responsible for stock order and control
- Actively involved with Training new colleagues, organizing training calendars and create training plans for staff.
- Created Spa protocols for treatments
- Created Individual development plans for staff to assist with their personal development
- Performing annual appraisals and reviews of therapist team
- General assistance to the Spa director and Assistant spa director in the daily operation of the Spa.
- Monthly Preparation of Spa Therapist commissions
- Responsible for monthly Professional Inventory and orders of products

Products worked with:

Ahava, Barbor, Dermalogica, Gatineau, Clarins, Decleor, Environ, RVB, Sodashi, Margy's, Shiffa, Aromatherapy Associates, Amala, Margy's, Kerstin Florian

August 2004 - January 2005 - Beauty Therapist at Six Senses, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Performing professional spa treatments - Facials, Massages, Body treatments
- Assist with Reception duties
- Retail products
- Selling and recommending spa treatments and packages

Products worked with:

Ahava, Barbor, Dermalogica, Gatineau, Clarins, Decleor, Environ, RVB, Sodashi, Margy's, Shiffa, Aromatherapy Associates, Amala, Margy's, Kerstin Florian

Education and Qualifications:

2003 Cape Technician

CIDESCO

- Cape Technikon Somatology 2001 - 2003
- Cape Technikon National Diploma - Somatology
- CIDESCO skin and body (theory and practical)
- Manual Lymphatic Drainage - Vodder Method

Product Training:

March 2017	Ahava, Barbor, Dermalogica, Gatineau, Clarins, Decleor, Environ, RVB, Sodashi, Margy's, Shiffa, Aromatherapy Associates, Amala, Margy's, Kerstin Florian
	Cape Technicon, Six senes Spa, Talise Spa, Raffles Dubai
	Facials, Body scrubs, Body wraps, Massages

Hobbies and Interests

- Excercise - Running
- Horseriding
- Yoga
- Reading

CV created at www.spastaff.com

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