

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

