

# Curriculum Vitae

**Female**

**D.O.B. 03 August 1973**

**Number of years working in industry: 12 years 1 month**

**Candidate ID Number:** 140380

**Nationality:** British

**Language Skills:**

Fluent: English, Filipino

Basic: Spanish

**Permitted to work in:** UK - United Kingdom

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

## Personal Statement

A highly experienced people focused executive with more than 20 years of experience in the Health & Wellness Industry.

successfully implemented Spa, Health & Wellbeing program and processes; A creative professional with extensive opening and project management experience from concept, development and logistics planning with proven record of implementing effective leadership technique; advocating a professional, motivating and friendly environment within its clientele, team, executive, and business audiences.

Seeking work in national and international locations

## Employment History:

**June 2011 - July 2023 - Club Operations and Multi-Site Health and Beauty Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Health Club)

### Duties included:

- Assisted in the change management infrastructure of Esporta Health Club to its acquiring company, Virgin Active Health Club
- Aligned systems, operations and process of both Esporta Health Club and Virgin Active Health Club
- Implemented transition systems for members, facilitating refunds, cancellations and member transfers to Virgin Active Health Club
- Co-managed operations for 1000+ members and lead multi-site Health & Beauty Departments
- Developed and managed annual operating budgets for Esporta / Virgin Active Wimbledon and Kingston Spa
- Created operational plan, implemented processes for individual sites, monitored team performance and developed customer relationship programs

### Products worked with:

Espa, Comfort Zone, Partnerships with variety of medical, wellness, fitness and holistic experts and practitioners, Wide array of operational and service suppliers.

**April 2022 - April 2023 - Spa Director** at Fairmont Windsor Park, NA, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

A fixed term contract to support the opening of the 5 Star Fairmont Hotel

- Lead Implementation of employee corporate wellness activities for various global corporate organizations in cohesion to Fairmont Windsor Park wellness offerings. (ie Pladis, Adobe, St. James' Place, Reckitt, Clarins).
- Managed all areas of the Spa, Therapy, Wellness, Racquets, Health Club, Spa Greens, Reception, F&B Cafe and High Value Memberships

- Crafted a comprehensive business plan for Top Management covering all major aspects of the business from corporate partnerships, finance, vendor sourcing, contracts review, procurement, marketing, sales plan, systems automation & integration (i.e. Book4time, Technogym, Flow, Fourth, Trustyou, LQA, Givex, Opera, Adyen & Stripe PMS, Adaco procurement systems).
- Established a strong foundation for long term stability and sustainability of the business by completing all the requirements for the launching / pre-opening processes, developing brand standards, automation, financial / strategic planning and compliance to insurance / regulatory requirements
- Acted as a project lead to support the launching and opening of the Five Star Fairmont Hotel
  - Developed integrated processes for implementation of marketing and on-line content specific guidelines in suitability to corporate ethos.
  - Led and motivated a team of 30 contractual employees, over 20 freelance and expert operators / professionals retaining a low level attrition and a stable manpower pool
  - Conceptualized and designed a distinctive concept of employee, customer and member journey / experience.
  - Organized and facilitated effective and consistent / quality wellness services for various corporate stakeholders with 500+ employees.
  - Successfully created a wellness membership strategy and retention plan resulting to an incremental membership count of 350 members in year 1
  - Orchestrated system migrations of Spa and Wellness POS System from Book4time to Premier Software and Technogym
  - Ensured regulatory compliance on related laws and contractual obligations i.e. Health & Safety (RA, EAP & NOP), Licenses (Runnymede Council), Qualifications and Recognitions Diligence and Knowcross systems

#### **Products worked with:**

Sultane de Saba, Mauli, Comfort Zone, Technogym, 4Dme, Mecotech Cryotherapy, IV infusions, Aquavibe, Partnerships with variety of medical, wellness, fitness and holistic experts and practitioners, Wide array of operational and service suppliers.

#### **May 2017 - April 2022 - Spa Director at Hilton London Syon Park, NA, UK - United Kingdom, (5 Star Hotel Spa)**

#### **Duties included:**

- Awarded "Manager of the Year" in 2017
- Entrusted to oversee and control the multi-million budget allocated for the planning, organizing, coordinating and directing the full facility operations of the Spa, Health Club and Memberships business.
- Project manage and head partnerships for the development of corporate wellness activities for Ability Group business partners. (Ie. Livingwell, Hilton Global, GSK, West Middlesex NHS Trust)
- Led and motivated a large team of more than 40 Spa, Wellness, Reservations and Spa housekeeping professionals achieving excellent results for overall customer (service measure) and member satisfaction - with consistent 92% team members retention rate - delivering operational and business audit efficiency which gained an award for "Most Consistent Department" in 2019 and Treatwell Business' "TOP RATED Spa" in 2018 and 2019
- Managed and maintained an average of 450 members with attrition levels not exceeding 3%
- Conceptualized Sales and Marketing plan to ensure successful product / service change and launch
- Played a vital role in the system restructuring, automation & Integration of the major systems used by operations i.e. Booker and Ezrunner system, OnQ, Stripe, Birchstreet procurement, Bookatable, C5 and Micros PMS
- Facilitated high value capital investments, vendor negotiations for cost effective prices and reviewed contract terms for favorable sales / service agreements with customers / marketing partners.
- Ensured regulatory compliance on related laws and contractual obligations i.e. Hounslow Council, Hilton Global Health & Safety

#### **Products worked with:**

Elemis, Aromaworks, Technogym, Partnerships with variety of wellness, fitness and holistic experts and practitioners, Wide array of operational and service suppliers.

#### **November 2015 - April 2017 - Spa Director at Renaissance St. Pacras Hotel, NA, UK - United Kingdom, (5 Star Hotel Spa)**

#### **Duties included:**

- Active member of the Senior Management Team tasked to lead and direct the Spa business and Health Wellness programmes and operational efficiency for the group.
- Led and motivated a large team of Spa professionals who helped initiate and implement the St. Pancras exclusive "Spa - Butler" service bringing the spa products and service at your hotel room. Team's delivery of extra-mile customer experience accorded the team with a "Five Bubbles" recognition by Good Spa Guide
- Performed process gap analysis for partner vendors which identified team inefficiencies, recommended new team programs for people empowerment and resource effectiveness.
- Strategized and created a management plan to attain target profit margins through implementation of process improvements, effective customer retention programs, profitability analysis for optimal contribution margin of products and services

- Initiated and finalized supplier contracts and partnerships in health and wellness benefits agreements which increased corporate memberships and activities i.e. Google, Euro Star
- Facilitated employee trainings on disaster recovery, safety, security, threat, crowd control and business continuity

### **Products worked with:**

Cinq Monde, Aromatherapy Associates, Partnerships with variety of fitness and holistic experts and practitioners, Wide array of operational and service suppliers.

**November 2011 - June 2015 - Spa and Health Club Manager** at The Landmark London Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

### **Duties included:**

- Managed and directed full Spa and Health Club facilities operating on a multi-million budget to serve a customer base of over 250 exclusive high net worth memberships.
- Principal contributor of Wellness initiatives for corporate partners employee & clients ie. BNP Paribas, Priory Health
- Led and motivated a team of over 20 contractual Team Members and over 10 personal trainer / freelance operators which earned a citation as "Finalist" of World Luxury Spa Awards under Luxury Hotel Spa Category from 2011-2013.
- Rated consistently with top performing departments at 90% team retention on a 3 - 5 years' service and was rewarded by the Investors in People Hotel "Gold Award" 2013 for its work on Rota Planning and Team Communication
- Maintained consistent LQA and AA certification / recognition on audits which enabled high leverage to expand the service and product portfolio of the group
- Pioneered implementation of "Digital Code Lock" for security of member belongings on spa and health club facilities
- Played a major role in the system re-design, restructuring, automation of operating systems, online reservations and POS i.e. Premier Software, SkChase, Fidelio Opera systems, C5 and Micros PMS
- Led and motivated a team of over 20 contractual Team Members and over 10 personal trainer / freelance operators which earned a citation as "Finalist" of World Luxury Spa Awards under Luxury Hotel Spa Category from 2011-2013.
- Rated consistently with top performing departments at 90% team retention on a 3 - 5 years' service and was rewarded by the Investors in People Hotel "Gold Award" 2013 for its work on Rota Planning and Team Communication
- Maintained consistent LQA and AA certification / recognition on audits which enabled high leverage to expand the service and product portfolio of the group
- Pioneered implementation of "Digital Code Lock" for security of member belongings on spa and health club facilities
- Played a major role in the system re-design, restructuring, automation of operating systems, online reservations and POS i.e. Premier Software, SkChase, Fidelio Opera systems, C5 and Micros PMS

### **Products worked with:**

Espa, Voya, Technogym, Partnerships with variety of fitness and holistic experts and practitioners, Wide array of operational and service suppliers.

### **Career Break - Volunteer Work / Travelling**

### **Education and Qualifications:**

#### **2021**

Certificate

British Red Cross - First Aid and Volunteer Work Programme

#### **2015 Dale Carnegie**

Certificate

Dale Carnegie Leadership Training

#### **2014 ILM**

Leadership & Management (ILM) Institute of Leadership & Management Level 4 Award

Leadership & Management  
(ILM) Institute of Leadership & Management Level 4 Award

**2014 (CIEH) Chartered Institute of Environmental Health Level 3 Award**

Level 3

Education and Training  
(CIEH) Chartered Institute of Environmental Health Level 3 Award

**2016 Pool Responder / First aid at work**

Pool Responder / First aid at work

**2016 Licensed Pool Plant Operator**

Pool Plant Operations

**Product Training:****May 2017 Elemis**

Elemis - Farringdon, London

Face & Body Treatments

**November 2011 Espa**

Espa, Farnham, UK

Body and Face Treatments

**Vocational Qualifications**

Organizational Restructure and Change, Performance Analysis, Problem Resolution, P&L Management, Profit Generation, Project and Quality Management, Service Quality Improvement, Staff Development and Training Staff-Retention, Marketing and Customer Relations.

**Hobbies and Interests**

Outdoor Hiking, Cycling, Outdoor and Environmental initiatives, voluntary and charity works.

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

**SPA STAFF. COM**  
