

Curriculum Vitae

Female

D.O.B. 29 November 1978

Number of years working in industry:

16 years 1 month



Candidate ID Number: 14191

Nationality: Portuguese

Language Skills:

Fluent: English, Spanish

Basic: French, Italian

Permitted to work in: European Union, UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Salon Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist

Personal Statement

Seeking work in UK, Middle East and Singapore

Employment History:

November 2013 - December 2014 - Cluster Spa Manager at (most recent employer hidden for confidentiality)
Doha, Qatar, (5 Star Hotel Spa)

Duties included:

Al Jasra Boutique Hotel Spa & Gym

Al Mirqab Boutique Hotel Gym

Arumaila Boutique Hotels Spa & Gym

Al Najada Boutique Hotel Spa & Gym

I'm responsible for the daily operation and performance of the spas, fitness center, and retail area. Also I have rebranded the Spas & Gyms with a new name, concept, retail, membership, promotion, media visibility and including also the refurbishment of all the gyms equipment.

Operations management

Hold regular meetings with all the Asst. Spa Managers.

Maintain professional relationships with suppliers and providers.

Supervise inventory effectively; follow purchasing standards; ensure compliance.

Financial management

Control ongoing service and product margin analysis to ensure profitability. Implement opportunities for managing operational costs and boosting the bottom line. Miniaturize staff and client scheduling for maximum revenue generation and profitability. Interpret Financial Reports and provide expertise on (projected) Revenue vs. Expenses. Use financial plans for spotting trends, measuring productivity and monitoring progress.

Marketing management

Maintain a strong menu of services with both exceptional artistic and aesthetic value. Consistently develop and grow retail sales through training, tools and monitoring. Ensure all Spas are always staged for maximum buyer impact.

Ensure that all spas have ongoing in-house promotions and activities are hold to stimulate sales.

Customer Service management

Monitor customer satisfaction with surveys, focus groups and comment cards.

Products worked with:

Elemis

Thalgo

December 2012 - September 2013 - Cluster Spa Manager at Coco Collection, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

Coco Spa - Coco Prive – 7 star resort

Coco Spa Bodu Hithi including Coco Xpress Spa – 5 star resort

Coco Spa Dhuni Kolhu – 4 star resort

Total Staff: 25

I'm responsible for the daily operation and performance of 4 spas, salon, fitness center, yoga center and retail area.

Operations management

Hold regular meetings with all the Asst. Spa Managers.

Maintain professional relationships with suppliers and providers.

Supervise inventory effectively; follow purchasing standards; ensure compliance.

Financial management

Control ongoing service and product margin analysis to ensure profitability. Implement opportunities for managing operational costs and boosting the bottom line. Miniaturize staff and client scheduling for maximum revenue generation and profitability. Interpret Financial Reports and provide expertise on (projected) Revenue vs. Expenses. Use financial plans for spotting trends, measuring productivity and monitoring progress.

Marketing management

Maintain a strong menu of services with both exceptional artistic and aesthetic value. Consistently develop and grow retail sales through training, tools and monitoring. Ensure all Spas are always staged for maximum buyer impact.

Ensure that all spas have ongoing in-house promotions and activities are hold to stimulate sales.

Customer Service management

Monitor customer satisfaction with surveys, focus groups and comment cards.

Products worked with:

Therae

Comfort Zone

June 2008 - July 2012 - Spa Manager at Steiner Transocean Spa, Worldwide, (Cruise Ship)

Duties included:

- Was responsible for the daily operation and performance of the spa, salon, and gymnasium and retail area.
- I maintained excellent communication between spa and corporate office as well as an excellent working relationship with on board management.
- Knowledgeable of all corporate policies, procedures and required reports.
- Review daily appointment schedules & productivity reports ensuring budget projections are being met.
- Responsible for the reception area in the spa. This includes the greeting of all guests, answering the telephone, assisting guests with questions regarding spa services and products, booking appointments, checking the guest in and out of the treatments.
- Establish and maintain standards and procedures for all aspects of spa operations.
- Supervise, coach, mentor and train staff to ensure exceptional guest experiences, and to assist in staff career development. Discipline and counsel staff as needed. Complete quarterly staff evaluations in a timely and fair manner.
- Receive and respond to all guest comments, suggestions and complaints in a constructive and professional manner.
- Ensure the accurate receiving of all stock (Inventory) items received into the spa.
- Conduct quarterly inventory counts as scheduled and record count

Products worked with:

Elemis

Bliss

La Therapie

Career Break - Traveling

September 1998 - June 2008 - Massage Therapist at Queluzfisica, Lisbon, Portugal, (Hospital / Medical Clinic)

Duties included:

- I provided consistent professional massage and body treatments in accordance with medical protocols of Portugal.
- Inform and educated patients about specific wellness concerns including arthritis, fractures paralysis and strokes.

- Assisted the Rehabilitation doctor and performing the treatments prescribed.
- Practiced high standards of health and safety procedures as directed by medical law

Products worked with:

Medical products

Career Break - Training - industry-related

Education and Qualifications:

2010 Steiner Transocean, London/Miami

Certificate

Spa Management

2008 Steiner Transocean, London

Certificate

Deep Tissue Massage

Swedish Massage

Hot stones Massage

Scrubs

Aromatherapy

1998 Profestectica, Lisbon

Diploma

Rehabilitation massage

Lymphatic drainage techniques

Respiratory Physiotherapy

Product Training:

July 2012 Elemis

Cruise ship

- All Elemis Facials(e.g Pro Collagem Marine Facial; Microdermabrasion...)
- All Elemis Body Massage(e.g Thai Poltice; Bamboo...)
- All Elemis Body Scrubs(e.g Lime & Ginger scrub; Frangipani oil wrap...)
- All Elemis Facial homecare
- All Elemis Body homecare

November 2010 Bliss

Cruise Ship

All Facial and Body products

Vocational Qualifications

- Personal Survivor Techniques
- First-Aid Training
- Fire Prevention and Fire Fighting

Hobbies and Interests

Dance

Browse the Internet

Socialize with friends

CV created at www.spastaff.com

