

Curriculum Vitae

Female

D.O.B. 26 November 1979

Number of years working in industry:

22 years 1 month



Candidate ID Number: 14255

Nationality: Indian

Language Skills:

Fluent: English, Hindi, Malayalam

Good: Marathi

Basic: Tamil, French

Permitted to work in: India

Position Sought: Spa Director, Spa Manager

Personal Statement

To achieve an opportunity in such a reputed organization where I can enhance and utilize my challenging and hardworking capabilities in the field of Hospitality & Spa & also to grow both personally and professionally along with the growth of the organisation

Confident, Knowledgeable, willing to change to learn & grow.

Seeking work around Thrissur, India and international locations

Employment History:

June 2019 - Present - Spa Manager at (most recent employer hidden for confidentiality) Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

Daily base creating activities for resort guest and managing the events.

Managing reception and calls

Preparing daily sales reports

Handling staff roster and guest complain

Products worked with:

Organic products

September 2016 - September 2017 - Spa Manager at Villa Company , Maldives , Maldives, (5 Star Hotel Spa)

Duties included:

Reporting to General Manager

Re-creating Spa Menu

Handling guest complain

Products worked with:

Bluebelle

December 2013 - September 2015 - Spa Manager at The Park Hotel , Chennai , India, (5 Star Hotel Spa)

Duties included:

Handling entire Spa operation including gym and swimming pool.

Prepare financial budget and working to achieve the top line.

Working on gym membership sale.

Products worked with:

Park Products

Career Break - Medical leave

January 2013 - December 2013 - Assistant Manager at Landmark Dubai , Dubai, UAE - United Arab Emirates, (Day Spa)

Duties included:

Handling over all Spa operation

Reporting to CEO

Working closely with Marketing department for more promotions n creating flyers

Arranging events for Spa Promotions

Products worked with:

iLa Products

October 2011 - October 2012 - Assistant Manager at Park Hyatt Hadahaa, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Reporting directly to the General Manager
- Responsible for entire Spa day-to-day operation.
- Handling the operations of Spa and Dive activities centre, Reception Area, Guest Gym, Yoga Pavilion and the Spa swimming pool with 5 couple treatment rooms and 12 staff trained to be multi skilled.
- Organizing social activities for Guest.
- Creating and Re-forecasting budget.
- Product/Damage Inventory update.
- Retail Training and up selling.
- Spa treatment training, Set-up and Training the team on SOP (Standard Operating Producer).
- Creating Staff Rota, Recruiting staff, Evaluating and Brain storming activities.
- Creating packages combining yoga, treatments & activities.
- Monthly base implementing promotion, flyer to create more revenue.
- Develop Leadership Team members to promote growth within the company by implementing training initiatives, personal development plans and providing continuous coaching.
- Create and update all report (daily, weekly, monthly), training, scheduling, controlling costs by evaluate efficiency in ordering supplies, inventory levels, staffing, and sales, review monthly expenses, utilization, productivity and time attendance report for budget compliance.
- Organize effective promotional activities and employee events.
- Maintains integrity of hotel's brand identity through compliance with all corporate directives

Products worked with:

June Jaob

December 2008 - August 2011 - Spa Co-ordinator at Soneva Fushi Resort & Six Senses, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Responsible for entire Spa day-to-day operation.
- Retail Training and up selling.
- Spa treatment training, Set-up and Training the team on SOP (Standard Operating Producer).
- Creating Staff Rota, Recruiting staff, Evaluating and Brain storming activities.
- Maintains integrity of hotel's brand identity through compliance with all corporate directives
- Organizing social activities for Guest.

Products worked with:

Six Senses Product

November 2007 - November 2008 - Treatment Manager / Spa Trainer at Taj Exotica Resort & Spa, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Develop Leadership Team members to promote growth within the company by implementing training initiatives, personal development plans and providing continuous coaching
- Spa treatment training
- Set-up and Training the team on SOP (Standard Operating Producer).
- Retail Training and up selling.

Products worked with:

Jiva Products

December 2004 - July 2007 - Treatment Manager / Spa Trainer at Taj Exotica Resort & Spa, Mauritius, Mauritius , Mauritius, (5 Star Hotel Spa)

Duties included:

- Develop Leadership Team members to promote growth within the company by implementing training initiatives, personal development plans and providing continuous coaching
- Spa treatment training, Set-up and Training the team on SOP (Standard Operating Producer).

Products worked with:

Jiva product

February 2004 - December 2004 - Treatment Manager / Spa Trainer at Taj Corporate Office, India, India, (5 Star Hotel Spa)

Duties included:

- Training the team.
- Designing the Ayurveda treatments, beauty treatments.

Products worked with:

Jiva product

January 2003 - February 2004 - Senior Therapist at ITC - Grand Maratha Sheraton, India, India, (5 Star Hotel Spa)

Duties included:

- Product/Damage Inventory update.
- Retail Training and up selling
- Maintains integrity of hotel's brand identity through compliance with all corporate directives

Products worked with:

ITC Products

May 2000 - December 2002 - Massage Therapist at Ayurveda Kendra Clinic, India, India, (Hospital / Medical Clinic)

Duties included:

Performing treatments.

Products worked with:

Ayurveda product AVP- Aarya Vadiya Pharmacy.

Education and Qualifications:**2008 Asia Spa Institute, Singapore**

Certificates

Spa Management

2001 University of Calicut

BA

Bachelor Degree

2000 Taj Spa

Certificates

- Implemented Ayurveda treatment (Abhyanga, Udatatana, Pada Abhyanga, Mukhalepam) during the Training period for Taj Spa
- In 2000 underwent training in different type of Ayurveda treatments.
- In 2004 undertaken Training at Taj Spa for Beauty, Body Treatments, Non Ayurveda treatments as a Trainer
- Ayurveda: In addition all the Panchakarma treatments
- Abhyanga (Body massage), Pizhichil (Oil Bath), Dinachariya (Internal Cleansing therapy), Udvartanam (Cellulite treatment), Elakizhi, Podikizhi, Navarakizhi, Shiro Dhara, Mukhalepam (Herbal Facials)
- Modern Therapie
- Swedish massage, Aromatherapy Massages, Holistic Massage, Balinese Massage, Thai massage, Lomi, Lomi, Indian Cupping Massage, Indian Head Massage, Deep Muscular Massage, Detox Therapies, Chandana - Sunburn therapy, Reiki, Healing Hands
- Various types of Body Scrubs and Wraps & Bath.
- Beauty treatments
- Facials, Thai Silk Facial, Waxing & Threading, Manicure & Pedicure
- Aqua Treatments
- Yoga & Meditation

2000 Priyadarasini Institute of Technology & Science Kerala, India

Diploma

Radiography

1999 Pre Degree Course

2 years Degree- passed

1997 St. Joseph High School

Passed with third class.

Product Training:**June 2010 Reiki leve 1s & 2**

Maldives

June 2010 Thai Silk facial

Maldives

Vocational Qualifications

- Fire Fighting
- First Aid
- Baron Spa software training
- Handling Guest Complaints
- Grooming Standards
- Hospitality Foundation
- Train the trainer
- Reception & Telephone handling skills
- Premier Day Spa Software Training
- Spa Booker Software
- RA (Reservation Assistant) Spa Software
- Operation of FIDELIO 6.2 VERSION (Property Management System)
- Opera
- Infogenecies
- MMS (Material Management System)
- Microsoft word
- Microsoft Excel

Hobbies and Interests

Yoga & Medidation, swimining, Travelling

CV created at www.spastaff.com

