

# Curriculum Vitae

Male

D.O.B. 09 April 1980

Number of years working in industry:

25 years 6 months



**Candidate ID Number:** 14393

**Nationality:** Nepalese

**Language Skills:**

Fluent: English, Nepali, Hindi, Japanese

**Permitted to work in:** Nepal, India, Bermuda

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Massage Therapist, Receptionist, Membership Sales Professional

## Personal Statement

A spa operation is my specialty and my passion as you can see by my portfolio. I consider myself not only a team leader, also a businessman who is totally committed to develop business. I am experienced in the industry over 12 years who have a strong background of Spa therapies. I have a capability to build a firm relationship with people that has always made my business success. I have also worked as opening Spa Manager in a 5 Star Swiss resort in Kuwait.

Seeking work in international locations

## Employment History:

**February 2013 - Present - Spa Manager/ Senior Therapist** at (most recent employer hidden for confidentiality)  
Hamilton, Bermuda, Bermuda, (Day Spa)

### Duties included:

Train spa staff, deliver spa treatments, overseeing financial activities, coordinating spa programs and promotions, ensuring customer satisfaction, and overseeing health and safety compliance.  
Overall I am in-charge of whole spa facilities which has 5 treatment rooms.

### Products worked with:

Tai Home Spa Brand product (organic product from Thailand)

**Career Break** - Job hunting

**March 2009 - November 2012 - Spa Front Desk Manager** at Fairmont, Southampton, Bermuda, (5 Star Hotel Spa)

### Duties included:

I have had a huge success working at the largest and top spa on the island that generated over \$4 million a year, I have managed front of house operation including a team of 10 front desk staff, 2 supervisors.

- Ensure the Spa operating procedures and policies are implemented and updated as required.
- Supervise daily spa operations and liaise with other staff members to ensure cleanliness, maintenance and service standards are maintained.
- Administrate and implement staff training in all aspects of the Spa's operations ie. Guest relations and retail sales.

- Monitor payroll hours.
- Cover Manager on Duty shift as required.
- Lead development and follow-up of spa Supervisor' goals.
- Responsible for supervising all aspects of employees ie. Hiring, recognition, progressive corrective action, etc.
- Ensure effective weekly/monthly departmental communication meetings.
- Assist Spa Manager in overall job within the Spa.

**Products worked with:**

Kerstin Florian, Tara, B Kamins and Aromafloria

**June 2007 - January 2009 - Spa & Health Club Manager** at Moevennpick Hotel & Resort, Kuwait, Kuwait, Kuwait, (5 Star Hotel Spa)

**Duties included:**

- In-charge of daily operation of the Spa and Health Club, reported directly to the Resident Manager.
- Completed the full set up of the spa with 12 treatment rooms that include 2 spa suites, dry flotation rooms, cosmetic rooms, Ayurveda room and massage rooms.
- Selected the product and created S.O.P of the spa operation and service, audit and implementation of training.
- Completed recruitment of therapist, receptionists and attendants.
- Implementation of spa reservation software.
- Daily sales, financial and marketing responsibilities.
- Perform spa treatments requested by Clients.

**Products worked with:**

Elemis

**July 2006 - May 2007 - Spa Supervisor** at Angsana Spa- Sister brand of Banyan Tree Spa, Hurgada, Egypt, (5 Star Hotel Spa)

**Duties included:**

- Pre-opening team member..
- Supervised the reception area in order to get high productivity by promoting treatments and retail gallery.
- Taking full management responsibilities of two Angsana spa outlets (Steigenberger Golf Resort & Mövenpick Resort) during absence of the Spa manager.
- Report to the head office with a daily revenue flash report, monthly manager's comment report, nationality report, promotion/discount/complementary reports and guest comment reports.
- I have also assisted the spa manager to renovate 6 spa treatment rooms up to the Banyan Tree worldwide Standard during the pre opening.

**Products worked with:**

Angsana Brand product

**July 2003 - July 2006 - Spa Supervisor** at Hilton Kuwait Resort, Kuwait, Kuwait, (5 Star Hotel Spa)

**Duties included:**

- Assisted the Recreation & Spa manager on overall job within the spa.
- Supervised working area including treatment room hygiene and overall spa hygiene.
- Took full Management responsibility of the spa during the absence of the manager.
- Sale of beauty and therapeutic products.
- Hands on massage including Swedish, Aromatherapy, Chinese, Shiatsu, Thai, Hot stone, Deep tissue, Anti cellulite massages, Reiki, Body wraps, Body scrubs, Hopi ear candling and Slimming treatments.
- Created and developed a massage named "Thai-atsu Massage", combining the technique of Thai massage/ shiatsu massage and trained staffs.
- Conducted personal training and spinning classes.

**Products worked with:**

Sothys

**February 2003 - June 2003 - Freelancer Therapist** at None, Multiple locations, Nepal, (Home/Mobile)

**Duties included:**

During this period, I was also a visiting Private therapist for Saudi prince His highness abdul Mohsen Al sheikh Al Mallik and I have also traveled extensively with prince and his crew to the Seychelles, India, Morocco, South Africa, Kenya and Mozambique)

**Products worked with:**

None

**June 2000 - February 2002 - Massage Therapist** at Dubai International Hotel, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

**Duties included:**

Performed shiatsu, chinese massage and swedish massages.

**January 1999 - June 2000 - Senior Therapist** at Health Care Centre, Kathmandu, Nepal, (Day Spa)

**Duties included:**

delivered Acupuncture and massage therapies

**Education and Qualifications:**

**2012 Cornell University**

Certificate

Certificate in Hospitality management from Cornell University, currently pursuing Master certificate in Hospitality Management.

**2005 USA**

1st and 2nd degree

Reiki

**2005 Institute of Therapeutic Massage, USA.**

Diploma

Hot stone Massage Therapy

**2005 MADD DOGG ATHLETICS**

Certificate

Spinner's License

**2004 Living Well, UK**

Certificate

Fitness & Personal Training

**2004 TMCA, CANADA**

Diploma

Thai Massage, Nuad Bo-Rarn level -1 & level -2

**1999 Oriental Treatment Cum Training Centre**

- Acupuncture
- Acupressure and Moxibustion therapy- Recognized by Council of Technical education and vocational

training Nepal

## **1995 Phulbari School**

High School Certificate

## **Product Training:**

### **July 2007    Elemis .**

Hilton Kuwait Resort

Product training

### **July 2003    Sothys, Hopi ear candling**

Hilton Kuwait Resort

body scrubs and body wraps/ hopi ear candling, Reiki, thai massage, stone massage

## **Vocational Qualifications**

Additional Skills / Awards:

- Fluent in Japanese, English and Hindi;
- First Aid Certified.
- Employee of the month-July 2005-Hilton Kuwait Resort;
- Nominee of the Employee of the Month - September 2004 - Hilton Kuwait Resort; and Employee of the Month-August 2001-Dubai International Hotel.
- Willow Stream Spa energizer of the month- November 2011.
- Train the Trainer's License -June 2005 - Hilton Kuwait resort; Re-licensed from Fairmont Southampton.
- Principle of supervision- August - November 2005-Hilton Kuwait Resort.
- License to Review - December 2005-Hilton Kuwait Resort.
- Completed the Spa Reservation software training (Administrator & user) - RSA Austria- Sept 2007.
- Hilton University Certified in following modules;
  - Faculty of Human Resources Fundamental component of business case
  - Hiring Considerations
  - Understanding positioning.
  - Effective Interviewing
  - Moving from Product selling to solution selling
  - Performance based Appraisal: An Employee view
  - Building a winning sales Team
  - Selecting the best applicant
  - Delivering your message
  - Appraising the performance-orientated team.
  - The Negotiation Process
  - Faculty of Management & Business Development
  - Presenting to succeed
  - Building a high performance Team
  - Presentation resources available to you
  - Major Time Management Challenges
  - Delivering successful presentations simulation
  - Coaching Skills
  - Generating creative and innovative ideas
  - Perspectives on conflict
  - Faculty of Finance
  - Handling conflict with Others
  - The budgeting process
  - Managing and working with the difficult people
  - Working with aggressive people
  - Emotional intelligence in the work place

## **Hobbies and Interests**

Yoga, Fitness and watersports

