

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 Moevenpick 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

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

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