

Curriculum Vitae

Male

D.O.B. 30 July 1986

Number of years working in industry:

18 years 8 months



Candidate ID Number: 14460

Nationality: Mauritian

Language Skills:

Fluent: English, Creole, French

Permitted to work in: Mauritius, UK - United Kingdom

Position Sought: Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Receptionist, Retail Professional

Personal Statement

Ambitious and goal oriented personality. Very hard-working, flexible, a good team player with leadership skills. Always presenting the highest possible level of customer service. Striving to achieve more knowledge and experience at my work.

Seeking work in national and international locations and cruise ships

Employment History:

August 2018 - Present - Assistant Manager at (most recent employer hidden for confidentiality) Edinburgh , UK - United Kingdom, (Day Spa)

Duties included:

- Supervised Spa attendants.
- Trained new team members.
- Oversaw the maintenance and cleanliness of the spa.
- Assistance to the spa owner.
- Performed retail sales and the scheduling of appointments as necessary.
- Being in charge of formulating policies and procedures for spa department.
- Providing massage services for spa guests using a wide range of massage techniques and therapies.
- Handle guest question and concerns professionally and courteously.
- Performed all aspects of profit and loss, including service and product revenue, controllable expense, sales mix and financial targets.
- Maintain a positive attitude and contribute towards a quality work environment, ensured accurate, complete and timely communication among various employee groups, including Spa management team, therapist, spa staff and company personnel.
- Being in charge of formulating policies and procedures for spa department.
- Controlling on going service and product margin analysis to ensure profitability; implement opportunities for managing operational costs and boosting the bottom line; liaise and supervise the day to day operation of all staff of the spa. Using financial plans for spotting trends, measuring productivity and monitoring progress; implement business and marketing plans for the spa and spa facilities; developing and delivering credible, competitive, value-plus service to the customer;
- Managing stock according to demands of quests and increased/decreased occupancy periods; developing all employees within the department to ensure competence, performance and succession objectives are met.
- Managing Inventory of the whole spa.
- Handling cash at the reception check in and check out for all guests.

Products worked with:

February 2016 - August 2018 - Treatment Manager / Spa Trainer at Fairmont, St. Andrews Scotland, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Supervised Spa attendants.
- Trained new team members.
- Oversaw the maintenance and cleanliness of the spa, pool area and locker rooms.
- Assistance to the spa manager.
- Performed retail sales and the scheduling of appointments as necessary.
- Being in charge of formulating policies and procedures for spa department.
- Providing massage services for hotel guests using a wide range of massage techniques and therapies.
- Handle guest question and concerns professionally and courteously.
- Performed all aspects of profit and loss, including service and product revenue, controllable expense, sales mix and financial targets.
- Provide guests with exceptional and friendly service while consistently exceeding their expectations. Goal is to convey a sense of professionalism and efficiency while giving the guests that 'personal touch' that will deliver a vacation experience of a lifetime.
- Maintain a positive attitude and contribute towards a quality work environment, ensured accurate, complete and timely communication among various employee groups, including Spa management team, therapist, spa staff and company personnel.
- Being in charge of formulating policies and procedures for spa department.
- Controlling on going service and product margin analysis to ensure profitability; implement opportunities for managing operational costs and boosting the bottom line; liaise and supervise the day to day operation of all staff of the spa. Using financial plans for spotting trends, measuring productivity and monitoring progress; implement business and marketing plans for the spa and spa facilities; developing and delivering credible, competitive, value-plus service to the customer;
- Managing stock according to demands of quests and increased/decreased occupancy periods; developing all employees within the department to ensure competence, performance and succession objectives are met.
- Managing Inventory of the whole spa.
- Instructs and supervises recreation staff, volunteers in the performance assigned duties and checks under completion of work.
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Products worked with:

Aromatherapy Associates, Ishga, Caudalie, OPI

September 2013 - December 2015 - Head Therapist at JW Marriott Marquis , Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Performed all aspects of profit and loss, including service and product revenue, controllable expense, sales mix and financial targets.

Provide guests with exceptional and friendly service while consistently exceeding their expectations. Goal is to convey a sense of professionalism and efficiency while giving the guests that 'personal touch' that will deliver a vacation experience of a lifetime.

Maintain a positive attitude and contribute towards a quality work environment, ensured accurate, complete and timely communication among various employee groups, including Spa management team, therapist, spa staff and company personnel.

Provided assistance in the operation of fitness equipment.

Performed retail sales and scheduling of appointments as necessary.

Being in charge of formulating policies and procedures for spa department.

Controlling on going service and product margin analysis to ensure profitability; implement opportunities for managing operational costs and boosting the bottom line; liaise and supervise the day to day operation of all staff of the spa and recreation; Using financial plans for spotting trends, measuring productivity and monitoring progress; implement business and marketing plans for the spa and spa facilities; developing and delivering credible, competitive, value-plus service to the customer;

Managing stock according to demands of quests and increased/decreased occupancy periods; developing all employees within the department to ensure competence, performance and succession objectives are met.

Instructs and supervises recreation staff, volunteers in the performance assigned duties and checks under completion

of work.

Ensure the Recreation facilities are operated, maintained effectively and safely.

Products worked with:

Aromatherapy Associates, Shiffa

January 2012 - August 2013 - Head Therapist at Viceroy, Vagaru Island, Maldives, (5 Star Hotel Spa)

Duties included:

Supervised Spa attendants.
Trained new team members.
Oversaw the maintenance and cleanliness of the spa, pool area and locker rooms.
Assistance to the spa manager.
Provided assistance in the operation of fitness equipment.
Performed retail sales and the scheduling of appointments as necessary.
Being in charge of formulating policies and procedures for spa department.
Providing massage services for hotel guests using a wide range of massage techniques and therapies.
Assist Spa Manager with ordering, stock control and stocktaking.

Helping Spa manager for Inventory of the whole spa.
Handle guest question and concerns professionally and courteously.

Products worked with:

Valmont, Ila

April 2009 - December 2011 - Senior Therapist at Sainte Anne Resort & Spa, Sainte Anne Island, Seychelles, (5 Star Hotel Spa)

Duties included:

Providing consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices.
Effectively informing and educating the guests about specific wellness concerns.
Properly care for equipment and use proper amounts of product to assist with cost control.
Liaise and supervise the day to day operation of all staff of the spa; Supervised Spa attendants.
Creating and supporting a culture of up-selling amongst the team and conducting trainings when requested by management.
Accurately measured inventory, controlling stock.
Actively promote the spa, treatments, service and retail, as well as conduct seminars in front of large audiences and conduct sales promotions.
Oversaw the maintenance and cleanliness of the spa.
Assistance to Department Head.
Provided assistance in the operation of fitness service and equipment.
Performed retail sales and the scheduling of appointments as necessary.
Handle guests' questions and concerns professionally and courteously. Respect the rights and privacy of the guests.
Assist in all areas of spa operation as requested by management.
Maintain a positive attitude and contribute toward a quality work environment.

Products worked with:

Clarins

February 2007 - April 2009 - Massage Therapist at Shandrani Resort & Spa, Mahebourg, Mauritius, (5 Star Hotel Spa)

Duties included:

Providing consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices.
Establishing quest flow processes which will deliver the best possible quest experience and capitalize on revenue opportunities.
Successfully achieving sales target /treatments and retail/ provided set by Department Head
Communicating to management any and all occurrences involving staff or guests in the spa that require attention.

Actively promoting the spa, treatments, services and retail, as well as programs, promotions and/or discounts available.
Handling guests' questions and concerns professionally and courteously.
Possessing the ability to work without direct supervision.
Assisting in all areas of spa operation as requested by management.
Supporting and stepping into the role of spa reception to perform reservations when necessary.
Maintaining a positive attitude and contribute toward a quality work environment.

Products worked with:

Clarins

Education and Qualifications:

2008 Holistic Massage Training School (MQA Approved) Quatre Bornes, Mauritius

Certificate (MQA Approved) 650 hours

- Swedish Massage 100 hours - Excellent
- Aromatherapy 120 hours - Very Good
- Ayurvedic Massage 150 hours - Good
- Foot Reflexology 75 hours - Good
- Slimming Massage 80 ho
- Sport Massage

2011 SSS Vacation School Rose belle, Mauritius

Vocational Qualifications

Open Water Diver, STA level 3 award in Pool Plan Operation(QCD).

Hobbies and Interests

Yoga, Football, Volleyball, Swimming, Table pool, Table Tennis, Basketball, Travelling.

CV created at www.spastaff.com

