

# Curriculum Vitae

Male

D.O.B. 26 September 1979

Number of years working in industry:

24 years 3 months



**Candidate ID Number:** 14812

**Nationality:** Portuguese

**Language Skills:**

Fluent: English, Portuguese

Basic: Spanish, French

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

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer

## Personal Statement

Vision and Goals:

Work for a worldwide spa company and become a Spa Consultant, help improve the quality of service, implement company Standards and create a unique Spa chain wish is recognized worldwide.

Qualities:

- \* Integrity
- \* Ethics
- \* Leadership
- \* Teamwork
- \* Team Player
- \* Training
- \* Recognition
- \* Communication
- \* Continuous Improvement

Career Objective:

Find a challenging position has a Spa Manager to meet my competencies, capabilities, skills, education and experience. I am self-motivated, enthusiastic, high responsible and hardworking to reach high level of my professionalism. In addition to working experience, I have been taking numerous Certification Courses to enrich my knowledge in the Spa industry and Spa Management.

## Employment History:

**September 2014 - Present - Spa Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Day Spa)

**Duties included:**

- Recruitment, business plan execution, stock & cost control, team building, Spa protocols, PR & Marketing.
- Attend service query calls from clients relating to the services and products.
- Revenue Management, Targets, Inventory, Budgets

**Products worked with:**

Caudalie

**November 2015 - Present - Massage Therapist** at Clinica Skin Vital, Lisbon, Portugal, (Skin Clinic)

**Duties included:**

- Massage
- Body Evaluations and Body treatments
- Reception and Treatment Booking

**Products worked with:**

Gerovital

**February 2023 - August 2023 - Spa Manager** at Epic Sana Algarve, Albufeira, Portugal, (5 Star Hotel Spa)

**Duties included:**

- Recruitment and team management
- Business plan execution Budget and Forcast control
- Menu selection, stock & cost control, training, team building, Spa protocols, PR & Marketing.
- Attend service query calls from clients relating to the services and products and Memberships.
- Preparation and management of Spa Retreats
  - Handle and solve the complaints of the customers.
- Revenue Management responsibility, Targets, Inventory, Budgets - preparing, reviewing, analyzing and preparing reports based on budgets using Microsoft Excel and Host System.

**Products worked with:**

MCCM

Aromatherapy

OPI

**May 2021 - February 2023 - Spa Manager** at H10 Palacio da Anunciada, Lisbon, Portugal, (5 Star Hotel Spa)

**Duties included:**

- Recruitment and team management
- business plan execution, menu selection, stock & cost control, training, team building, Spa protocols, PR & Marketing.
- Attend service query calls from clients relating to the services and products and Memberships.
  - Handle and solve the complaints of the customers.
  - Revenue Management responsibility, Targets, Inventory, Budgets - preparing, reviewing, analyzing and preparing reports based on budgets using Microsoft Excel.

**Products worked with:**

Natura Bissá

Ekia

**May 2016 - February 2017 - Spa Manager** at Espirito Aloha, Lisbon, Portugal, (Day Spa)

**Duties included:**

- Event Management
- Massage
- Sales Management
- Inventory and stock control
- Body Evaluations and Body treatments
- Reception and Treatment Booking

**Products worked with:**

Bio Droga

**March 2015 - October 2015 - Massage Therapist** at Ritz Four Seasons, Lisbon, Portugal, (5 Star Hotel Spa)

**Duties included:**

Massages

- Massage
- Body Treatments

**Products worked with:**

E'Spa

**August 2013 - August 2014 - Spa Manager** at Radiance, Al Ain, UAE - United Arab Emirates, (Day Spa)

**Duties included:**

Managing a multi-cultural team of 20 employees and a service with an average of 20 to 30 customers daily. Recruitment, business plan execution, conception, menu selection, stock & cost control, training, team building, Spa protocols, PR & Marketing are my main day to day functions. Communications are daily requirements within pre-opening and existing operations. In addition to project development and implementation responsible for existing operations throughout the region to deliver enhanced facilities, services and return on investment.

4 Pre-Openings experience in 5 star Hotels - Grande Real Villa Italia (Leading Hotel/Spa of the World), Altis Belem (Small Leading Hotel of the World), Corinthia Hotel at Lisbon, Epic Sana Luanda (Sayanna Wellness concept). Provide Attention to Spa Service detail, Sales and Promotions, ensure Customer Loyalty and satisfaction. Revenue Management responsibility, Targets, Inventory, Budgets - preparing, reviewing, analysing and preparing reports based on budgets using Microsoft Excel are also my day to day functions.

**Products worked with:**

Davines, CND, Me Bath!, Lotus Touch, Comfort Zone

**September 2012 - August 2013 - Assistant Manager** at Sana Hotels, Luanda, Angola, (5 Star Hotel Spa)

**Duties included:**

Assistance to the Spa manager, Coordination of therapists and duties, stock control, administrative supervision, team training, team building, creation of professional spa protocols and Spa Menu, Revenue Management, Therapist Targets, Inventory and preparing reports using Microsoft Excel.

**Products worked with:**

- Sultane de Saba,
- Gerard's,
- Phytomer,
- Academy

**October 2011 - August 2012 - Massage Teacher** at EMMA, Lisbon, Portugal, (College)

**Duties included:**

Trainer Certification Course (CAP)

Trainer in the following areas: Californian Massage, Hot Stone, Method Dorn-Breuss, Hawaiian Massage, Thai Massage, Massage with Honey, Bamboos, Chair Massage, Reflexology and Aquatic Massage.

**August 2010 - October 2011 - Senior Therapist** at Corinthia Hotel at Lisbon & Spa, Lisbon, Portugal, (5 Star Hotel Spa)

**Duties included:**

- Massage
- Body Treatments
- Reception
- Stock and commission control

#### **Products worked with:**

Phytomer

**December 2008 - June 2009 - Massage Therapist** at Altis Belem Hotel & Spa, Lisbon, Portugal, (5 Star Hotel Spa)

#### **Duties included:**

- Massage
- Body Treatments
- Reception

#### **Products worked with:**

Academy

Elimis

**January 2007 - July 2008 - Massage Therapist** at Grande Real Villa Italia Hotel & Spa, Cascais, Portugal, (5 Star Hotel Spa)

#### **Duties included:**

- Massage
- Body Treatments.

#### **Products worked with:**

Phytomer

**February 2000 - January 2007 - Cheif House Man** at The Ritz Carlton Penha Longa Hotel Golf&Resort , Sintra, Portugal, (5 Star Hotel Spa)

#### **Duties included:**

Stock control, Stock requisition, supplier control, preparation for Hotel events, control of Stewarding team and cleaning of Stewarding and Kitchen areas.

### **Education and Qualifications:**

#### **2013 Escola Carla Moreira**

Certificate

Spa manager Course

This course lead me to my current job and improve my leadership qualities

#### **2009 Aceitem, Agamma Temma**

Diploma and Certificate

- Spa Management certificate
- CAP - Massage Teacher certificate
- Watsu
- Lomi Lomi
- Shiatsu
- Thai Massage
- Reiki
- Lymphatic Drainage

- Sport´s Massage
- Hot Stones
- Reflexology
- Bamboo Massage
- Relax Massage
- Honey Massage

## **2014 Raison d'Etre**

Spa Manager Course

This course lead me to my current job and helped me to improve my leardership qualities and knowlege how to manage a Spa.

## **2011 High School, Portugal**

School leaving certificate

High School Certificate, Portuguese school

## **Product Training:**

### **September 2014**

Sweeden, spa management training

- business plan, menu selection, stock & cost control, training, team building, Spa protocols, PR & Marketing.
- Attend service query calls from clients relating to the services and products.
- Handle and solve the complaints of the customers.
- Revenue Management, Targets, Inventory, Budgets - preparing, reviewing, analyzing and preparing reports based on budgets

### **September 2012 Amber Karite Butter Lift mask Purity Lotion**

Epic Sana Luanda

Body treatments - Sultane de Saba

Facial and Body treatments - Gerard's

## **Vocational Qualifications**

Haccp training in The Ritz Calton Penha Longa Hotel & Resort

First Aid in The One H10 Palácio da Anunciada

## **Hobbies and Interests**

- Cinema
- Music
- Sea
- Diving
- Sky diving
- Swimming
- Reading
- Dance

CV created at [www.spastaff.com](http://www.spastaff.com)

