

# Curriculum Vitae

Male

D.O.B. 18 October 1980

Number of years working in industry:

18 years 8 months



**Candidate ID Number:** 15525

**Nationality:** Indian

**Language Skills:**

Fluent: English

**Permitted to work in:** India

**Position Sought:** Regional Senior Manager, Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Massage Therapist, Holistic Therapist

## Personal Statement

Over 9 years of experience in the wellness industry, offering skills in spa operations, training to the staff, planning, quality operations, message therapies, and beauty treatments amongst others. Presently I am working as a Sr. Spa Manager at Lebua Resort & Lodge, Jaipur by L'Occitane. I am seeking for an opportunity to work with a company where I can utilize my experience. Ability to direct and build operations from all spa revenue centers and thorough knowledge of spa retailing operations. Exceptional oral communication skills to negotiate and persuade guests and staff to achieve results beneficial to the operation of the hotel. Remarkably professional with ability to work with a multi-cultural staff in a multi-task environment. Great regard for the workforce, concern for quality, hospitality and guest satisfaction.

Seeking work in international locations

## Employment History:

**August 2013 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Jaipur, India, India, (5 Star Hotel Spa)

### Duties included:

- Manage day-to-day operation of the spa, including; reception, reservations, hosting, Maintenance, etc.
- Plays a key role in the decision making of the operations and action plans of the department.
- Create and implement such documents as staff schedules, meeting minutes, safety rules, Policy and procedure manuals, standards and procedures, disciplinary notices, and Performance reviews
- Responsible for all marketing aspects of the spa, including promotions, displays, and printed material.
- Responsible for hiring, training, scheduling, performance reviews, team building, conflict Management, business building, skill enhancement and goal setting.
- Create and monitor spa programs for clients and evaluate effectiveness of existing or newly Added programs.
- Plan and implement monthly promotions and programs and special events for target Populations relating to spa services.
- Monitor current trends in the industry and make recommendations to owners.
- Meet regularly with owners and attend meetings as required.
- Responsible for capital and operational budget.
- Meet with group meeting planners and coordinators as required, to assist in showing spa Facility and administering group's programs.

- Managing duty rosters, Daily Sales Report, Month End Report, spa Product Requisitions.
- Develop and deliver credible, competitive, value-plus service to the customer.
- Guide staff to become caring problem solvers, cooperative, accommodating and fair.
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations.
- Uphold gracious front desk procedures in the booking and handling of customers.
- Maintain fresh, effective programs to consistently retain and grow the customer base.
- Develop and maintain compensation guidelines for customer complaint handling.

#### Materials Management

- Interfacing with Purchase for sourcing of materials and equipment as per requirements.
- Governing inventory of raw material on weekly and monthly basis for ensuring indenting of Adequate stocks.
- Handling Inventory and internal departmental Audits.
- Managing purchase orders for professional treatment, and operational supplies.
- Assist in short and long range strategic planning to ensure that the spa operates cost Effectively and efficiently.

#### Products worked with:

Loccitane Products.

#### Career Break - Job hunting

**July 2012 - November 2012 - Spa Manager** at The Gateway Hotel, Taj, Surat, Gujarat, India, (5 Star Hotel Spa)

#### Duties included:

- Heading the complete business operations of the spa including planning, budgeting, marketing, forecasting, procurement of the equipment and inventory
- Leading and mentoring a team of 20 spa professionals.
- Ensuring adherence to the quality and hygiene by the spa staff
- Actively involved in:
  - Developing spa packages, deciding pricing and selling the services at competitive process.
  - Managing operations at spa retail, salon, memberships and services
  - Oversee maintenance and cleaning of spa and pool.
  - Maintain and audit daily reports such as revenue, payroll, attendance records, treatment and product statistics
  - Launching new treatments and products.
  - Managing and updating the spa website.
- Maintaining a high level of customer satisfaction by timely following up on the guest complaints.
- Organizing and conducting training programs on various spa treatments customer service etc.
- Responsible for hiring, induction and performance review of spa staff.
- Additionally responsible for designing Spa Brochure and maintain consistent branding of Spa

#### Products worked with:

SVA products manufacture from Canada.

**October 2011 - June 2012 - Spa Co-ordinator** at L'oree de Bois, Kantonsspital, Schaffhausen, Laussane. Switzerland, Switzerland, (Hospital / Medical Clinic)

**Duties included:**

- Administered the spa operations including spa services, customer service, sales, quality and hygiene.
- Streamlined the spa business and operations, while managing the entire center documentation.
- Ensured maintenance and updating of all documentation for staff reference.
- Handled assessment of key policies, processes and interactions by the spa staff
- Monitoring Inventory stock rotation to ensure that the first in is used first.
- Kept the customer experience and employee satisfaction at 100%
- Monitored the daily cost of operations and ensured appropriate cost savings without affecting the quality of services being offered to the clients.

**Products worked with:**

Indian Ayurvedic products.

**August 2011 - September 2011 - Regional Senior Manager** at Ziva Thai Spa, Indore, jaipur & Agra, India, (Day Spa)

**Duties included:**

- Spearheaded the launch of:
  - Ziva Spa across eight HRH properties of the Maharaja of Udaipur.
  - Alive Spa, Agra Radisson Taj East Gate, Agra.
- Orchestrated training programs for staff members to ensure adherence to standard and SOP's.

**Products worked with:**

Forest Essential Products.

**Career Break** - Training - industry-related

**June 2008 - February 2011 - Head Therapist** at Shanti Maurice, A Nira Resort, Mauritius, Mauritius, (5 Star Hotel Spa)

**Duties included:**

- To assist the spa manager to supervise the day to say operation and to maintain the quality standards in spa department.
- Ensuring a professional and personalized reception and service, as well as varied in service.
- Proficiency and high level of skills is maximum number of spa treatment including Western, Ayurvedic, Branded and Beauty treatments.
- To train the junior staff in different spa treatment so as to bring the uniformaity and best standard in delevering the treatments
- Responsibilities to take careof all the therapist task and duties.

**Products worked with:**

Africology and Espa products

**January 2006 - May 2008 - Senior Therapist** at Ananda In The Himilaya, Reshikesh, Uttrakhand, India, (5 Star Hotel Spa)

**Duties included:**

- Conduct Ananda signature and ESPA treatments.

- Reception duties and operation of Gamnut (software for spa bookings), Bellavita System, making packages and individual reservation according to clients personal needs.
- Ensuring maintenance spa equipment in several of 24 treatment rooms.
- Draw up the weekly activities, roster of the staff and spa promotion.

### Products worked with:

ESPA and Local products manufacture for Ananda In the Himalaya only.

## Education and Qualifications:

### 2005 ITFT, Punjab Technical University

PG Diploma

Service Industry Management ITFT

### 2004 St. Paul C.M College, Calcutta University

Degree

Economics, Political Science & History

### 2011 Ananda Institute

- CIBTAC course, Anatomy and Physiology, Swedish massage and Spa Management Course from Ananda Spa Institute, Hyderabad

- First Aid Course from ST. John Ambulance services, Hyderabad

### 2005 Kerala Health Care Centre & Para-Medical Institute.

6 months Diploma Course in Ayurveda from Kerala Health Care Centre & Para-Medical Institute.

## Product Training:

January  
2014

### ESPA, Africology, Loccitane, Ayurvedic Products and Essential products

-Mr. Colin Garry Hall, Ananda In The Himalaya, essential products, India -Ms. True Love & Ms. Jessica Shaw, ESPA, India - Ms. Marie Mac , Africology, Mauritius. - Dr. Vijay Agarwal, Loccitane, India

- Deep tissue, the fusion experience and Anatomy and Physiology Miss Pamela Yang (U.S.A)
- Watsu therapy (a relaxing treatment in warm water) 50 hour intense training by Miss Marie Mac Ritchie (Marie is from the Body Sense Shiatsu, Yoga and complementary Health center Glasgow, Scotland)
- Africology Brand International Treatments like Intonga Amasatchi (Stick massage), Body wraps (detoxifying, anti-ageing, slimming and immune booster), and different kind of facial.
- Practical protocol, product knowledge and spa products retail.
- Training in prolific (store requisition module)
- LQA (leading quality assurance). Training to implement five star luxury service standards for Up front! Spa service skills and up front !Guest care skills
- Intensive training over 150 hours in anatomy and physiology, Swedish massage, aromatherapy, Reflexology from Mr. Collin Garry Hall (cooperate head of spa operations IHHR); following ITEC Syllabus, IFA Syllabus and AOR Syllabus from UK.
- ESPA trained - body treatments and facial treatments by Miss Jessica Shaw (UK) and Miss Shawn True Love Thai massage basic and advanced course by Miss Bruhild Maslen (UK)
- Ayurvedic treatments such as Abhyanga, Shirodhara, Choorna Swedana, Kati and Sneha Vasti, Indian Head Massage, Tanlepa and Udwartana.
- Loccitane trained- body treatments, Techniquial Body treatments, Facial, Body scrubs & wraps by Dr. Vijay Agarwal.

## Vocational Qualifications

- 2011 First Aid Course from ST. John Ambulance services, Hyderabad
- LQA (leading quality assurance). Training to implement five star luxury service standards for Up front! Spa service skills and up front !Guest care skills
- Microsoft application- Ms Word, Ms Power Point, Ms Paint, Excel, Internet explorer, word pad, note pad.

## **Hobbies and Interests**

Watersports, Gymining and Cooking

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

