

Curriculum Vitae

Male

D.O.B. 29 March 1989

Number of years working in industry:

10 years 6 months



Candidate ID Number: 15572

Nationality: Serbian

Language Skills:

Fluent: English

Basic: Russian

Position Sought: Spa Consultant, Spa Director, Spa Manager

Personal Statement

Seeking a challenging and growth oriented career as an industry professional in a fast growing organisation. Intend to build a career with leading organisation of high tech environment with committed and dedicated people. Willing to work as a key player in challenging and creative environment.

Employment History:

January 2020 - March 2020 - Spa Manager at (most recent employer hidden for confidentiality) Abu Dhabi, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Responsible for the entire operation in Sense Spa, Kids Club and Fitness center, which includes achievement of sales goals, business objectives, and profitability. Review and submit all financial data, plan all promotions, events, overseeing retail operation.

Products worked with:

- Maison Caulières
- Aromatherapy Associates
- Natura Bissé
- EviDenS de Beauté

September 2016 - January 2020 - Spa Manager at Jumeirah Zabeel Saray, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Managing Award winning spa, 8000 m2, 42 treatment rooms with amazing facilities such as steam bath, sauna, Jacuzzi, swimming pool, snow bath, heated marble beds, adventure showers, relaxing areas and famous Traditional Turkish hammam.

Assisting Spa Director in managing the Team of 100 colleagues with approximately 100 treatments daily and huge amount of guests using spa services. Looking after sport and leisure department as well. Currently working on so many projects connected to Wellness- taking the spa from a normal spa into Wellness destination.

Products worked with:

- Margy's

- Nature Bisse
- Sudashi
- K-Beauty
- Aromatherapy

December 2015 - September 2016 - Assistant Manager at Jumeirah Vittaveli, Bolifushi Island, Maldives, (5 Star Hotel Spa)

Duties included:

Talise Spa, Jumeirah Vittaveli, Maldives Ultra luxury resort with 89 villas, 5 garden plus 4 over water treatment rooms, Talise Gym, Beauty salon. Awarded for THE BEST SPA RESORT IN MALDIVES 2015 and the best Spa in Maldives 2016.
Main responsibilities:

- To assist Spa Director in day to day running of the Spa including maintenance.
- To deputise in the absence of the Spa director.
- To assist the Spa Director with guest feedback, positive and negative
- To assist the Spa Director with cost control and budget within the framework stipulated.
- To maximize profit through driving revenues and controlling costs within the business
- To assist with creating and updating SOP's
- To direct the team to achieve success where everyone contributes
- Responsible of the scheduling of team members
- To Assist the Spa director to help manage the Spa Team to create a consistent spa experience that exceeds guests' expectations and meets required standards.
- Ensure that the team adhere to all hotel and company standards, Business conduct and ethics, policies and procedures.
- To assist with development of promotions and packages in conjunction with the sale and Marketing and F&B department.
- To support all departments where and when needed
- To work closely with the entire Spa team to guide and assist them.
- Promote a positive and enthusiastic environment throughout the Spa.
- To assist Yoga and Fitness instructor in all their trainings to be able to promote the Spa...

Products worked with:

- Esthederm
- Ila
- Therae
- BCL

October 2014 - December 2015 - Spa & Recreation Supervisor at Amlak Hospitality; Member of Qatar Foundation, Doha, Qatar, (Health Club)

Duties included:

Assisted in setting up the spa and recreation, SOPs and ensuring that the team is following procedure in order to create memorable service to the guests.
Awarded for the BEST EMPLOYEE OF THE QUARTER.

July 2013 - June 2014 - Massage Therapist at Waldorf Astoria , Ras Ak Khaimah, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Was conducting daily briefings and carrying out treatments to deliver an excellent Guest and member experience while achieving sales revenue target. Able to achieve sales target and manage customer feedback. Responsible for performing the following tasks to the highest standards:

- Manage and carry out procedures, have current knowledge of treatments, and ensure all treatments comply with current legislation and company standards
- Ensure client experience is proficient including bookings, payments, and consultation cards
- Interact and communicate effectively with clients, members, team members, guests, and Management team
- Train spa team (receptionist, therapist)
- Manage customer feedback effectively to ensure issues or compliments are escalated to enable long-term improvements in products and services
- Comply with hotel security, fire, and health and safety regulations
- Long-term improvements in products and services
- Doing different types of body and face treatments-
- Understand and anticipate guest needs
- Able to handle the reception when needed

Products worked with:

- Voya
- Rodial

February 2013 - July 2013 - Massage Therapist at Hotel "Izvor" , Arandjelovac, Serbia , (5 Star Hotel Spa)

Duties included:

-Create the first positive impression to the guests by greeting them in a warm welcoming manner-by name addressed ; Up-sell spa services and retail products ; Perform quality massage therapies and body treatments as prescribed in Standard Training Manual ; Perform facials ; Ensure all therapist administration is completed at the end of each day (guest records, stock lists and updates of the log book) ; Respond to all guest requests in a courteous manner ; Reception experience ; Gym experience ; Maintain a clean and neat work environment at all times, ensuring all equipment is in safe working order ; Resolve guest complaints, ensuring guests satisfaction; Schedule guest appointments

Products worked with:

- Babor
- Skeindor
- Pevonia

May 2009 - February 2013 - Massage Therapist at Country Club Hotel Babe, Sopot, Serbia , (Hotel Spa)

Duties included:

Worked massages, covered the spa reception and gym too. Assist manager in everything about spa & recreation work, take care for 10 team members, organize job in the spa ,swimming pool and multifunctional court.

Products worked with:

- Monteco

Career Break - Army

June 2012 - September 2012 - Massage Therapist at Hotel monte Casa Spa & Wellness, Petrovac, Montenegro, (Hotel Spa)

Duties included:

Worked massages such as relax, sport, decontraction, vichy, hot stone, face, foot, siac,scrub.Worked body treatments such as firming and toning, slender body, detox mud, thermal body wraps, perfect breast shape.

Products worked with:

- Thalgo
- Algotherm

Education and Qualifications:

2018 Emirates Academy Of Hospitality

Certificate

- Spa Management Course

2012 Professional School for Massage"Professional", Belgrade

Certificate Level 4

- Massage School

2017 University " Union " Nikola Tesla

Bachelor degree in Bussines Management

2008 Medical School "Beograd"

- Physiotherapist
- Physical Therapy
- Kinesis
- Mannual Therapy

Vocational Qualifications

- Certificate of English language
- Pre-opening certificate from Waldorf Astoria
- Passion to serve training certificate
- Creating memorable moments certifcate
- True Waldorf Service certificate
- Train the Trainee program certificate
- Leadership habits training
- On the job Trainer training
- Decision making and problem solving training
- Time Management training
- Career planning training
- Managing people training
- The 7 habits for Managers workshop
- A project Management Essentials workshop
- Spa Management course
- Hipo Program

Hobbies and Interests

- Football
- Tennis
- Table tennis
- Fitness
- Gym
- Squash

CV created at www.spastaff.com

