

Curriculum Vitae

Female

D.O.B. 23 October 1961

Number of years working in industry: 18 years 3 months

Candidate ID Number: 156517

Nationality: British

Language Skills:

Good: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director

Personal Statement

Wellness & Spa Director, Consultant and Coach. Strategic Development of Wellness Environments; inspirational leader, creating educational life-enriching programs and experience; actively forging productivity, within boutique, secular and luxury 5* hospitality. Adding value and elevating authentic qualities within the wellness culture; pioneering inclusive approaches to succeed and communicate on global and indigenous levels of collaboration. Masterfully Heading teams of 70+; formulating, educating, designing, upgrading skills and leadership initiatives to enrich guest satisfaction and financial sustainability. Proven results spearheading new projects, operational detailing, branding, innovation, planning, performance, streamlining business operations and systematically increasing bottom lines. Professional and passionate Yoga and Meditation Tutor, Ayurvedic Therapy Practitioner, Multi-skilled Body-Mind Therapist and Trainer, Stress Consultant, Breathwork Master, Author and Presenter.

Seeking work in international locations

Employment History:

November 2014 - Present - SPA DEVELOPMENT DIRECTOR at (most recent employer hidden for confidentiality)
Shanghai, (Hotel Spa)

Duties included:

- Succeeded in global market research of spas and wellness centres, identifying top competitors to develop an exceptional holistic wellness centre in both design and operations.
- Property inclusive of 2 hotels, 104 villas, 12,000 square metres wet and dry wellness spa plus medical spa, health and fitness, culinary, leisure and retail facilities.
- Strategic formulation of educational programs for personal development across multi-therapeutic facility and cultures.
- Expertly recruited and trained employees to operate a wellness facility within specialized signature cultural nuance.
- Formulated and conceptualised signature spa and guest amenities product range brand 'EIGHT' with 20 SKUs plus signature spa therapies which reflected the ancient 'I Ching' oracle of wisdom and Taoist philosophy.
- Created exceptional standards for guest service, formulating SOPs across essential hospitality service, guest amenities and spa rituals.

January 2017 - December 2023 - Spa Director at The Imperial, Delhi, India, (Product Company)

Duties included:

- Invited back by The Imperial Hotel stake-holders and owners to further lead The Imperial Spa Team.
- Director of 60 +professional team members, plus top tier managers to deliver an exceptional wellness experience over a 16,000 sq ft area including twelve multi-purpose therapy rooms, wet spa facilities, yoga studios, gym, 2 swimming pools, and racquet club. Inclusive of retail and guest personalisation.
- Leading Hospitality initiatives to generate and sustain exceptional guest experience for 100K+ clients annually.

- Designing Strategy to roll out and sustain signature Wellness Programs for corporate and individual clients within a 5* hospitality environment to fuse knowledge, culture and meaningful experience.
- Optimise budgets, financial planning, P&L, cross marketing, media collaboration, resourcefully investing capital expenditure and client retention.
- Introduce sustainable initiatives to elevate campaigns that enrich signature offerings and authentic guest service.

Products worked with:

Natura Bisse

Sisley

SUFI

Career Break - Training - industry-related

February 2010 - February 2014 - WELLNESS SPA DEVELOPMENT DIRECTOR at THE IMPERIAL SPA, New Delhi, (5 Star Hotel Spa)

Duties included:

- Headhunted by Many Delony at Hospitality Executive Search International, Orlando, Florida to fulfil this position.
- One year signature development phase to pre-opening, inclusive of cultural research, recruitment, educational training programs and ongoing directorship of award winning new wellness spa.
- Directed planning of spa, salon and health club in alignment with iconic hotel in delivering a superior guest experience with operational efficiency, including strategic planning and budgeting, revenue forecasting, supply chain management, sustainability, FF&E, educational programs and customer journey protocols.
- Onboarding team of 50 + staff with signature training program and SOPs.
- Formation and writing of menus, all collaterals and collaboration with in-house marketing team for on-going media performance and pre-launch initiatives.
- Developed signature wellness spa therapies and own label product brand named 'SUFI' with 24 SKUs for professional use and retail sales.
- Award Winning 6+ recognitions in various therapy, environment and service categories.

February 1997 - February 2000 - Spa Manager at THE ROYAL CRESCENT HOTEL, BATH, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Recruited by the GM, Ross Stevenson, and then owner John Tam to develop the philosophy and operations plus collaborate with architects on the spa project for The Royal Crescent Hotel.
- Directed strategy and planning of new wellness spa in alignment with established exclusive hospitality in delivering a superior guest experience with operational efficiency, including strategic planning and budgeting, revenue forecasting, supply chain management, sustainability, recruitment, pre-opening and launch campaign.
- Directing FF&E sourcing and procurement for unique bench mark award winning heritage spa building and members health club.
- Designed formulations for signature spa therapies and products for professional and retail sales.

Education and Qualifications:

2008 Sante Fe School of Natural Medicine

Certificate

- Spa Management Diploma: Spas2B, Canada. Management 2008
- Associated Stress Consultants - Practitioner 1991
- The British School of Yoga UK - Tutor - 1990
- Shivananda School of Yoga, USA - Tutor 1981
- Warwick University, UK - Aromatherapy, Reflexology and Stress Management Practitioner 1991
- Nyama School of Massage and Holistic Therapies, Harbin Hot Springs, USA - Practitioner 1979
- Sante Fe School of Natural Medicine , USA- Ayurvedic Practitioner with Dr Vasant Ladd 1982

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