

Curriculum Vitae

Male

Number of years working in industry:

14 years 4 months



Candidate ID Number: 15717

Nationality: Indian

Language Skills:

Fluent: English, hindi, tamil, malayalam

Basic: French, Russian, Arabic

Permitted to work in: Seychelles, India

Position Sought: Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer

Personal Statement

Professional strengths:

- Possess more than 8 years of professional experience in HOLISTIC Spa , Ayurveda & Panchakarma Therapies.
- Certified and Professional Spa Executive.
- Guest Comments received on Trip Advisor.com , Tophotels.com Several times.
- Capable of handling large team and training plan
- Pleasing personality to everyone.
- Esthetician/ Cosmetology skin care Certified from ELEMENTAL HERBOLOGY , London ,UK
- Perform high standard on LQA (Leading Quality Assurance), both SPA Reception and on treatments as well
- Good knowledge on SPA Booking sheet, MICROS BILLING , Opera, Micros- Fidelio, Bayan, Excel and Word.
- Preparation of Department Scenarios and Training.

EXPERIENCED IN

Advanced Experience in Excel & Word
Micros and FMC
Spark System Software- Spa and Memberships and Reservations
Opera
Bayan System
Book4 Time - Spa Software
Sicorax Payroll Suit
Book4Time
Spa Inventory
Operational Reports
Spa Treatment Training and SOP's + LQA Training

Employment History:

November 2019 - Present - Wellness and Spa Director at (most recent employer hidden for confidentiality) Talala, India, (5 Star Hotel Spa)

Duties included:

Head Islander for Wellness and Spa Department
Wellness and Lifestyle Consultation and Guest Activity Planning
Post Covid-19 Spa Guidelines and SOP
Designing SOM Menu and Packages
Designing Ayurveda Menu and Packages
S.O.P Training and Recruitment of the wellness teams
Planning and Implements of Wellness Revenue Strategies and spa budget presentation to MD

Planning and Organising for Wellness Retreat and Calendar
Close working with P/L Expenses and Income Strategy
Generate the spa revenue over to 100% from 20- 21 P/L

November 2019 - Present - Wellness and Spa Manager at Woods at Sasan, Talala, India, (5 Star Hotel Spa)

Duties included:

Head Islander for Wellness and Spa Department
Wellness and Lifestyle Consultation and Guest Activity Planning
Post Covid-19 Spa Guidelines and SOP
Designing SOM Menu and Packages
Designing Ayurveda Menu and Packages
S.O.P Training and Recruitment of the wellness teams
Planning and Implements of Wellness Revenue Strategies and spa budget presentation to MD
Planning and Organising for Wellness Retreat and Calendar
Close working with P/L Expenses and Income Strategy
Generate the spa revenue over to 100% from 20 -21 P/L

May 2019 - September 2019 - Spa Manager at Shanti Maurice Resort , Mauritius, Mauritius, (5 Star Hotel Spa)

Duties included:

An Ananda in Himalayas and Nira Resort Group Company

Effectively trains and coaches staff to consistently provide service that meets the Luxury Five Star services and standards.
Effectively interviews and selects new recruitment for the spa department.
Holds staff accountable to the policies and procedures of the hotel.
Monitors budget, uses purchase orders, effectively utilizes and processes invoices timely.
Replying guest mails and inquiries regarding the wellness packages and spa treatments
Treats associates with respect and dignity in regard to scheduling, diversity, appreciation and recognition, suggestions for improvement, and other pertinent job issues.
Proposes ideas and regularly finds new and better ways to do things.
As a manager, assists in creating policies and procedures for all hotel associates.
Planning and Preparing of Therapist Utilization Report, Monthly Report.
Achieves budgeted labour cost %.
Achieves budgeted departmental revenues.
Knows staff on an individual basis to better understand commission raises, reviews, seniority level, etc.
Coordinates all operational activities of the Spa.
Prepares performance appraisals and presents to associates in a timely, respectful and professional manner.
Understands ordering based on percentage of clients scheduled versus budget and is able to adjust accordingly.
Has an eye for detail in cleanliness and appearance of staff and operations.
Leads Spa Pre-shift meetings and attends Management meetings.
Handles guest complaints with professional courtesy and expediency.
Assists in preparation of annual budget, upholds monthly budget labour cost, revenue, product/treatment cost, cost of merchandise sold, etc.
Coordinates activities with other departments to ensure delivery of services to all guests.
Assists in tracking inventory and ordering supplies for Spa.
Ensures safety training is up to date and continuous.
Performs other duties as requested by Higher Management

Products worked with:

COMFORT ZONE

SUBTLE ENERGY

AFRICOLOGY

October 2017 - April 2019 - Spa Manager at Cristal Hospitalitty, Abha, KSA, Saudi Arabia, (5 Star Hotel Spa)

Duties included:

Overall Monitor's & In-charge of the Spa & Health club department, to be ensure the guest is been served as the organization needed.

Creating spa promotions, and packages.

S.W.O.T Analysis, of the Market competitors.

Reporting to directly General Manager of the Hotel.

Pre- Opening of Spa & Health club in KSA , and led to the grand opening of the hotel.

Planning, Implementation and Full set-up of Spa & Health club, Fitness center, Moroccan bath and Massage Rooms.

Spa Menu Planning and Set-up's.

Costing and Pricing to make new Spa and Fitness Membership Packages

Preparation of Department Scenarios and Training.

Ensure the spa's operating procedures and policies

SPA S.O.P 's Manuals are implemented and updated as required.

Implementing and maintains Novelties within the department

Weekly meeting with managers/supervisors of the spa.

Giving and receiving information, providing strategy meetings for all departments on a regular basis.

Being active on the floor, conducting tours for guests /members, be available for guests feedback.

Maintaining and follow up the Guest Comments Cards.

Resolve customer's disputes or complaints immediately.

Ensure safety and security for Spa guests and staff.

Efficient maintenance program for the Spa and equipment.

Creating and participating in trainings, get together, staff meetings, club activities.

Mentor staff for professional growth.

Conducts employment evaluations.

Planning and Development.

Close Working with Suppliers and Organize Purchasing for the spa & health club.

Products worked with:

MOROCCAN OIL

November 2015 - March 2017 - Spa & Recreation Assistant at Fregate Island Private , victoria, Seychelles, (5 Star Hotel Spa)

Duties included:

Acting Spa Supervisor when spa manager absence

Performing all types of Massages and Body Treatments

Daily Opening and Closing of Rock Spa

Daily Yoga Classes for the Guest

Scored 96% on LQA Spa Audit for Reservation & Treatments Standards

Preparing of the store request on FMC

Promoting Couple massage in Anse Victorin Beach

Daily follow ups for the spa cleaning checklist

Daily follow ups for treatment rooms checklist

Nominee and represent for Ecological and conservation team for the resort

Attending Morning Briefing with Management, in case the spa manager absence.

Responsible for training all new front desk staff, and spa attendant and ensuring all job requirements and standards are met directed by the Spa Manager.

Effectively resolve guest complaints and communicate with the Spa Manager regarding issues and resolutions.

Assist the Spa Manager in coaching and evaluating of spa

team performance and Therapist utilisation Records

Perform with monthly inventory

December 2014 - October 2015 - Senior Therapist at Utopia World Resort & Spa, Antalya, Turkey, (5 Star Hotel Spa)

Duties included:

Performing Specialised services in Abhayanga , Shirodhara,

and Ayurveda Massages at Summer Season in Europe.

- Turkish Hammam Therapies.
- Having 20 Treatment Rooms,
- Specialised Rooms for VIP/ LUXURY Services.
- 8 Rooms for Turkish Hammam Bath.
- Around 25 both male and female therapist working with mix nationalities together.
- More than 4000 square feet Spa and Wet Area.
- Maintain retail area and check retail stock daily.
- Strong retail skills.
- Providing information about spa available services, general property information and amenities for the Company.
- Ensure adherence to quality improvement or corrective action plans.
- Ensure cleanliness of all guests' areas.
- May be required to perform spa services when and if needed

Ensure cleanliness of all guests' areas.

- May be required to perform spa services when and if needed.
- Perform other reasonable job duties as requested by the spa manager

Products worked with:

Pevonia

November 2012 - December 2014 - Dep. Trainer and Therapist at Kempinski Seychelles, MAHE, Seychelles, (5 Star Hotel Spa)

Duties included:

- Delivery of the Spa Brand.
- Department SOP's Training & Recording
- Drive the team to achieve the retail sales targets.
- Monitor and control spa treatment areas and equipment.
- Ensure operating procedures are followed.
- Ensure Health & Safety policy is adhered to.
- Ensure highest quality of maintenance, cleanliness and customer service.
- Deliver service through highly competent and motivated staff.
- Assist Spa Manager when required.
- Stock control & Ordering of professional supplies and retail supplies.
- Updating staff attendance in Bayan system.
- Revenue Protection.
- Assist and lead on spa promotions.
- Reception & Therapist shifts.
- Spa assistant/ therapist duties as and when required

Products worked with:

NATURAL PRODUCT AND ELEMENTAL HERBOLOGY

September 2011 - September 2012 - Massage Therapist at AMVI SPA, INDIA, India, (Day Spa)

Duties included:

Assigned the tasks on maintaining inventory of supplies for the operations of the treatment rooms

- Performing body peeling and hammam bath to the guest
- Maintaining high standards and procedure
- Interacting with the guest for more business
- Working along with the spa manager
- Handled the responsibilities of providing massage services to clients by using appropriate, safe and effective techniques
- Performed the tasks of explaining the applied techniques and procedures to client needs and preferences
- Assigned the responsibilities of developing and utilizing therapeutic strategies to solve client's soft tissue injuries
- Assisted and performed various demonstrations and events related to Spa Therapist
- Performed all kinds of treatment to the highest standard

- Handled the task of performing various kinds of treatment according to the prescribed standard
- Assigned the responsibilities of making spa appointments, greeting and escorting spa guests
- Performed the tasks of promoting and delivering courteous, efficient, and memorable service to the guest
- Handled the tasks of maintaining and ensuring cleanliness of massage equipment and rooms
- Performed other essential job related duties as assigned

September 2010 - September 2012 - Massage Therapist at AMVI SPA , BANGLORE , INDIA, India, (Day Spa)

Duties included:

- Assigned the tasks on maintaining inventory of supplies for the operations of the treatment rooms
- Handled the responsibilities of providing massage services to clients by using appropriate, safe and effective techniques
- Performed the tasks of explaining the applied techniques and procedures to client needs and preferences
- Assigned the responsibilities of developing and utilizing therapeutic strategies to solve client's soft tissue injuries
- Assisted and performed various demonstrations and events related to Spa Therapist
- Performed all kinds of treatment to the highest standard
- Handled the task of performing various kinds of treatment according to the prescribed standard
- Assigned the responsibilities of making spa appointments, greeting and escorting spa guests
- Performed the tasks of promoting and delivering courteous, efficient, and memorable service to the guest
- Handled the tasks of maintaining and ensuring cleanliness of massage equipment and rooms
- Performed other essential job related duties as assigned

September 2011 - September 2012 - Spa Consultant at AMVI SPA, INDIA, India, (5 Star Hotel Spa)

Duties included:

- Assigned the tasks on maintaining inventory of supplies for the operations of the treatment rooms
- Handled the responsibilities of providing massage services to clients by using appropriate, safe and effective techniques
- Performed the tasks of explaining the applied techniques and procedures to client needs and preferences
- Assigned the responsibilities of developing and utilizing therapeutic strategies to solve client's soft tissue injuries
- Assisted and performed various demonstrations and events related to Spa Therapist
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- Performed other essential job related duties as assigne

Education and Qualifications:

2019

CPD .UK

WELLNESS COACH

HOLISTIC HEALTH NUTRITIENT

LIFE COACH

2019 INDIAN SPA ACCADAMY

NVQ LEVEL 3

2016

Recreation Activities

2014

DEGREE - BACHLOR OF COMMERCE

BUSSINESS ADMINISTRATON

ACCOUNTANCY

MARKETING

2012 STATE YOGA ASSOCIATION CERTIFIED

YOGA MASTER CERTIFICATE

- SOORYA NAMASKARAM
- HATHA YOGA
- PRANAYAMA
- MEDITATION
- PILATES

2012

2011 Isthaa Interntional Spa Academy, Bangalore, India

International Spa Academy Certificate Barath Sevak Samaj Certificate

Spa therapist

- THAI Massage, Aroma Therapy, Swedish Massage, Reflexology and Feet Massage , Deep Tissue Massage, LOMI-LOMI sacred massage, Face and Head Massages, Abhayanka (Ayurvedi Massage)
- In-depth knowledge of human body Chakras and Anatomy of body systems
- In-depth knowledge of Relaxation massage, Hot Stone Therapy and spa services

2011 INDIAN SPA ACCADAMY

- ALL TYPES OF SPA BODY MASSAGES,
- NVQ LEVEL 2 ,
- HUMAN BODY ANATOMY,
- BODY WRAPS
- BODY SCRUBS
- FACIALS
- AROMATHERAPY
- SWEEDISH MASSAGE
- DEEP TISSUE MASSAGE
- REFLEXOLOGY
- THAI MASSAGE
- LOMI LOMI
- MEDICINAL MASSAGES
- INDIAN HEAD MASSAGE
- PRE- NATAL MASSAGES

2011 P.V.A INTERNATIONAL AYURVEDA COLLEGE

AYURVEDA CONSULTATION, VEDIC DIETS RECOMENDATIONS AND PANCHAKARMA TREATMENTS

- ABHAYANGA
- SHIRODHARA
- PODI KIZHI
- PIZHICHIL
- UDWARTHANA
- VASTI
- NASYA
- KALARI MARMA MASSAGE
- AYUREDA HERBAL FACIAL

Product Training:

July 2014 **ELEMENTAL HERBOLOGY PRODUCT TRAINING Pevonia Germmaine Cappuccini Natuaral Products**

UK LONDON

RESENSE SPA

Vocational Qualifications

Good knowledge on Microsoft Exel , Word

MICROS BILLING

OPERA

Micros Inventory control

Purchase Orders- FMC

Cost Effective Operations

SPARK SPA SOFTWARE

CV created at www.spastaff.com

