

Curriculum Vitae

Female

D.O.B. 07 September 1985

Number of years working in industry:

14 years 3 months



Candidate ID Number: 15758

Nationality: Portuguese

Language Skills:

Fluent: English, portuguese, Spanish

Permitted to work in: European Union

Position Sought: Spa Consultant, Spa Director, Spa Manager, Spa Co-ordinator, Area Sales Representative

Personal Statement

- Strong leadership, team spirit, and communication skills;
- Exceptional knowledge of Spa product and business principles;
- Wide knowledge of various treatments, therapies and services of a Spa operation;
- Outstanding skills of various Microsoft applications and Spa Management Software
- Proven ability to achieve goals, multi-task and set priorities;
- Strong personal integrity with an innate desire to work in an ethical manner;
- Demonstrate ability to lead and direct a multi-faceted team, including coaching and mentoring;
- Highly organized, goal and results oriented with ability to execute plans and manage change;
- Ability to create culture of innovation and creativity coinciding with consistent delivery and presentation;
- Detail oriented exceptional organizational skills and able to handle multiple priorities under pressure;
- Comprehensive knowledge of set-ups, event space and functionality.

Employment History:

October 2018 - Present - Spa Manager at (most recent employer hidden for confidentiality) Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Responsible for the day-to-day operations and maintenance of the spa island
- Manage a spa's finances, employees and services
- Responsible for preparation of monthly P&L and KPI reposts
- Deal with directly with 19 employees from 7 different nationalities
- Develop and implement marketing strategies
- Record and monitor all sales, costs, payroll and profits within the spa
- Monitor operations to ensure compliance with applicable health, safety and hygiene standards

- Respond to customer inquiries or complaints
- Creation and updating of SOP's
- Creation and updating check lists procedures
- Responsible for monthly inventories and orders
- Responsible for stock management, purchase orders and requisitions

Products worked with:

Guerlain

Leonor Greyl

October 2018 - January 2020 - Spa Manager at Cheval Blanc Randheli , Maldives , Maldives, (5 Star Hotel Spa)

Duties included:

Spa Manager at Cheval Blanc Randheli - Maldives by LVMH

- Responsible for the day-to-day operations and maintenance of the spa island
- Manage a spa's finances, employees and services
- Responsible for preparation of monthly P&L and KPI reposts
- Deal with directly with 19 employees from 7 different nationalities
- Develop and implement marketing strategies
- Record and monitor all sales, costs, payroll and profits within the spa
- Monitor operations to ensure compliance with applicable health, safety and hygiene standards
- Respond to customer inquiries or complaints
- Creation and updating of SOP's
- Creation and updating check lists procedures
- Responsible for monthly inventories and orders
- Responsible for stock management, purchase orders and requisitions

Products worked with:

Guerlain

Leonor Greyl

July 2017 - September 2018 - Spa Manager at Hilton Sal Resort, Cape Verde - Sal, Cape Verde, (5 Star Hotel Spa)

Duties included:

Pre-opening SPA / Health Club & Kids Club Manager at Hilton Cape Verde Sal Resort

- Liaised with the construction team throughout the project and followed up on the snagging list
- Conducted market analysis and competition SWOT analysis prior to the spa opening
- Interviewed and hired new employees to fill all Spa, Gym and Kids Club positions
- Directed Retail Sales training including upselling, cross-selling, and signature treatment training
- Constructed the spa's treatment menu
- Developed and implemented operational standards
- Prepared a Floor Plan including standard treatment room layout & Guest Experience
- Created a customer service roleplay training exercise that adheres to eforea spa guidelines

Products worked with:

Teres D'afrigue

June 2016 - July 2017 - Spa Manager at Musha Cay - The Islands of Copperfield Bay , Bahamas, Bahamas, (5 Star Hotel Spa)

Duties included:

General Manager (couple) - Islands of Copperfield bay - Bahamas

- Hiring, training, scheduling new staff members and maintain employee records
- Monitor payroll, customer billing, and expense accounts
- Creation of weekly schedules for all staff of all departments
- Monitor and approval of leave, sick leave, vacation pay
- Hire contractors to perform short term services
- Ensure that all supplies are in good condition and in stock
- Responsible for monthly inventories and orders
- Responsible for stock management, purchase orders and requisitions
- Stock and purchase all guest amenities
- Check in and check out of all supplies received on the island on a weekly basis
- Coordinate events for guests
- Preparation on site of all guest events
- Scheduling and performing of massage therapies (when requested)

September 2015 - February 2016 - Spa Manager at Chena Huts, Sri Lanka, Sri Lanka, (5 Star Hotel Spa)

Duties included:

Pre-Opening Spa & Guest Relations Executive at UGA Escapes - Sri Lanka

- Creation of Standard Operation Procedures to Front of the House, Spa and Housekeeping Team
- Hiring, training, and scheduling new staff members
- Inspecting rooms and minibar's before each arrival and during all the guest stay
- General management of the spa department
- Responsible for stock management, purchase orders and requisitions
- Greeting and Hosting guests
- Day to day running of the operations side by side with General Manager

July 2013 - January 2015 - Head Therapist at Desroches Island, .Seychelles, Seychelles, (5 Star Hotel Spa)

Duties included:

- Assist and support Spa staff and management in daily activities
- Greet and attend guests
- Sell products and services
- Answer telephone and make appointments

- Provide high quality customer services to spa guests
- Provide relevant information about spa facilities and available services
- Respond to guests inquires and concerns
- Solve guests complaints and misunderstandings
- Assist and collaborate with front desk staff in providing excellent services to guests
- Communicate and collaborate with other departments within the spa
- Handle and maintain equipment and tools in proper spa settings
- Ensure maintenance within the spa center
- Maintain spa premises neat and a good working environment
- Establish and maintain good relationships with spa staff and guests
- Ensure client's safety, comfort and well-being
- Ensure compliance with local and federal health and safety policies, standards and regulations

- Participate in marketing strategies and promotion of activities
- Take inventory

Products worked with:

Elemental herbology

Dr Haushcka

October 2012 - May 2013 - Massage Therapist at The Yeatman, Oporto City, Portugal, (5 Star Hotel Spa)

Duties included:

- Greet and attend guests
- Answer telephone and make appointments for guests
- Provide high quality customer services to Spa guests
- Provide relevant information about spa facilities and available services
- Sell products and services
- Respond to guests inquires and concerns
- Handle and maintain equipment and tools in proper spa settings
- Perform other duties as requested by the spa manager

Products worked with:

Caudalie

October 2011 - July 2012 - Massage Therapist at Hotel Solverde, Sao Felix da Marinha, Portugal, (5 Star Hotel Spa)

Duties included:

- Greet and attend to guests
- Answer telephone and make appointments for guests
- Provide high quality customer services to Spa guests
- Provide relevant information about spa facilities and available services
- Respond to guests inquires and concerns

Products worked with:

Thalgo

January 2011 - July 2011 - Massage Therapist at Sheraton Hotel & Spa, Oporto , Portugal, (5 Star Hotel Spa)

Duties included:

- Greet and attend guests
- Answer telephone and make appointments for guests
- Provide high quality customer services to Spa guests
- Provide relevant information about spa facilities and available services
- Respond to guests inquires and concerns

Products worked with:

E'Spa

January 2010 - December 2010 - Massage Therapist at Hotel Infante de Sagres, Oporto, Portugal, (5 Star Hotel Spa)

Duties included:

- Greet and attend guests
- Provide high quality customer services to Spa guests
- Respond to guests inquires and concerns
- Performing all treatments (massage, facials)

Products worked with:

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Education and Qualifications:**2015****2009 Instituto Portugues de Naturopatia**

- Anatomy
- Masseur Course Level II (Advanced Tui-Na - with manipulative techniques, advanced reflexology, deep tissue massage, swedish massage)
- Indian Head massage
- Shiatsu
- Experience in managing all operations of the Spa.
 - Exceptional knowledge of Spa product and business principles.
 - Wide knowledge of various treatments, therapies and services of a Spa operation.
 - Remarkable ability to motivate employees and ensure optimal level of work.
 - Sound ability to supervise efficient working of all the members of the team.
 - Outstanding skills of various Microsoft application and data base programs.
 - Skilled to resolve all customer issues.
 - Ability to resolve guest conflict

Product Training:

August 2014

GUERLAIN, E'Spa, CAUDALIE, Thalgo, Elemental Herbology, Dr Hauscka

Working place

- E'Spa - Body Massage, Facials, Body Scub, Body Wrap
- Caudalie- Relaxing Massage, Firmimg Massage, Facial Treatments: Anti-ageing, Firming, Detoxifying,Hydrating, Body Scub, Body Wrap.
- Thalgo - Body Massages
- Elemental Herbology - Hot stone massage, Deep tissue massage, Relaxing massage, Facial Treatments: Anti-ageing, Firming, Detoxifying,Hydrating, Body Scub, Body Wrap.Eye treatments, Hair Treatments.
- Swedish Massage,
- Ayurveda Massage,
- Shirodhara,
- Abhyanga,
- Abhyanga & Shirodhara
- Tui-Na Massage (advanced),
- Shiatsu,
- Shantala Massage,
- Massage for Pregnant Women,
- Hot and Cold Shell Massage,
- Indian Head Massage,
- Chair Massage (back and full body),
- Vichy Shower,
- Slimmimg Massage,
- Sports Massage,
- Hot stones massage,
- Aromatherapy,
- Reflexology,
- Lymphatic Dreanage
- Thay Massage

Vocational Qualifications

Scuba Diving, First Aid, Fire Fighting Training

Hobbies and Interests

Reading, cicling, trekking in the mountain, swimming, cooking

CV created at www.spastaff.com

