

Curriculum Vitae

Female

Number of years working in industry:

5 years 0 months



Candidate ID Number: 162925

Nationality: Egyptian

Language Skills:

Fluent: English, Arabic

Basic: French

Permitted to work in: Egypt

Position Sought: Spa Consultant, Spa Director, Spa Manager, Recreation Manager/ Wellness Manager/ Leisure Manager

Personal Statement

TO WHOM IT MAY CONCERN:

I'm a highly-experienced Spa & Recreation manager with over twenty years of experience in the hotel and resort sector, having held positions in various locations including the Maldives, Djibouti, Juba and Kenya. I also oversaw seven opening celebrations for various resorts.

I've got excellent command in sales and marketing for spa and recreation, and a talent for creating packages and promotions to increase profit and customer satisfaction. Thankfully, I have consistently received wonderful feedback from happy customers, in the form of repeat business and glowing reviews on Trip Advisor.

I focus on daily operations, especially team building and team training using the fair, firm and friendly management style. This creates a pleasant working environment which is translated into better serving the customer.

My strengths include meeting and exceeding profit targets. Due to my management skills, I'm able to control expenses and also boost the sales of slow-moving products. I'm also talented

at optimizing off-peak times through the creation of special offers and packages. In this way, I ensure that we have a full schedule always.

I'm very motivated, energetic, and self-led with multiple qualifications that make me an ideal candidate for a management role in health and wellness.

Thank you for your consideration.

All documents are available upon request.

Sincerely,

Seeking work in international locations and cruise ships

Employment History:

October 2023 - June 2024 - Spa Manager at (most recent employer hidden for confidentiality) Kenya, Kenya, (5 Star Hotel Spa)

Duties included:

- 3 months Oversaw day-to-day operations for the spa , recreation and animation departments. Increased spa and health club revenue by implementing new services and treatments, boosting membership subscriptions and improving sales of spa treatments and healings.
- Optimized the client journey and experience.
- Sourced better-quality products for the spa, which led to increased demand for spa treatments and services.
- Provided hospitality and on-job training to gym instructors , spa the rapists a nd animation team to improve customer experience, and introduced new fitness and animation activities ,new treatments and services resulting in more memberships and daily walk-ins.

Products worked with:

Healing Earth Products

June 2022 - October 2023 - Spa Manager at Pyramid Continental Hotel, South Sudan, (5 Star Hotel Spa)

Duties included:

- Oversaw day-to-day operations for the spa. Increased spa and health club revenue by boosting membership subscriptions and improving sales of spa treatments.
- Optimized the client journey and experience.
- Sourced better-quality products for the spa, which led to increased demand for spa treatments and services.
- Provided hospitality and on-job training to gym instructors to improve customer experience, and introduced new fitness activities resulting in more memberships and daily walk-ins.

June 2019 - June 2022 - Spa & Recreation Manager at Kempinski, Djibouti, (5 Star Hotel Spa)

Duties included:

- Oversaw day-to-day operations for spa and recreation.
- Hands-on spa treatments. Increased revenues by adding new activities to the recreation department and new treatments for the spa.
- Created innovative packages combining spa treatments and access to recreation facilities resulting in increased sales.
- Maximized retail sales, including luxury products and skincare. Also created very successful package combos between spa, recreation and F&B.
- Trained receptionists in cross-selling and up-selling of treatments and packages, resulting in higher guest satisfaction and increased profits.
- Trained spa & recreation team in better customer experience.
- Special promotions and packages for slow-moving items, increasing sales turnover.
- Reduced department expenses further improving profit margins.
- Converted unused space into a new dance & fitness studio. Optimized use of hotel venues by creating entertainment deals, events and attractions.

Education and Qualifications:

2020 Egypt - USA - Manila

Certificates - Diplomas

Healing by (Reiki, Pendulum, Pranic Healing)-Clinical Hypnotherapy

Massage (Reflexology- Acupressure- Swedish)

Diplomas (Time Line Therapy - Mental Health - Family Guidance- Life Coach)

1993 Physical Education University

Bachlore Degree of Physical Education (Sports , Massage, Psychology, Physiology, Anatomy, Organizing & Management and Training.

Master Degree (Human Development)

Vocational Qualifications

Sales and Marketing

Guest Relation

Perfect communicator

Leader by Nature

Hobbies and Interests

Shamanic and Holistic

Holistic Dance

Reading

Holistic Meditation

CV created at www.spastaff.com

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