

# Curriculum Vitae

**Female**

**D.O.B. 14 July 1977**

**Number of years working in industry:**

**12 years 7 months**



**Candidate ID Number:** 17263

**Nationality:** Filipino

**Language Skills:**

Fluent: English

Basic: Spanish, Italian, Arabic

**Permitted to work in:** Philippines

**Position Sought:** Spa Director, Spa Manager

## Personal Statement

I am a very positive, enthusiastic person, with full of energy and determination. And I also take pride of my work, only because I truly enjoy and love my profession.

Seeking work in The Philippines and international locations

## Employment History:

**May 2022 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Clarkfreeport Pampanga, Philippines, (5 Star Hotel Spa)

### Duties included:

Oversee pool and fitness operations including Spa pre-opening recruitment, OS&E, staff training and development, budgeting, marketing and promotions. Developing the brand by creating bespoke treatments and experiences as well as identifying new opportunities for growth and business opportunities.

### Revenue

- Ensure that the business achieves projected revenue and profits.
- Monitor and control the operating cost of the spa for optimum profitability.
- Ensure optimum staff scheduling to achieve maximum revenue.
- Ensure accounting standards and procedures are adhered to.
- Attend any additional courses on maximizing revenue that is provided by the hotel and corporate office

### Guest care

- Ensure that guests enjoy excellent quality services at every stage of their spa experience, and seek constant improvement.
- Ensure that staff provides an excellent standard of guest care according to LQA and Pürovel Spa standards and procedures.
- Ensure that the spa is clean and presented to the highest possible standard for the enjoyment and safety of guests.
- Record, resolve and report guest complaints and inform Hotel Management.
- Ensure that Receptionists are familiar with and able to perform service recovery procedures in the event of guest complaint.

- Ensure that sufficient staff are scheduled to ensure guests receive an excellent level of guest care.
- Make recommendations on how guest care may be improved.

#### Health & safety

- Ensure staffs act in accordance with company standards and procedures with regards to health and safety:
- Guest health consultation
- Observance of contra-indications for massage and other treatments
- Correct disinfection and sterilization of tools and equipment and utensils
- Correct instruction for use of steam, bath sauna and heated blanket
- Fire and evacuation procedures
- Staff health and vaccination checks

#### Security

- Ensure staff are issued with lockable storage for personal belongings.
- Ensure the spa is secured when not occupied.
- Keep up to date records of key issues and ensure only authorized staff use keys.
- Ensure the safety and security of all spa inventory, fixtures and fittings and premises.

#### Maintenance

- Ensure spa facilities, including fixtures, fittings and equipment are maintained to a high standard.
- Ensure recording and timely resolution of maintenance issues.
- Staff management and development
- Ensure therapy staff are fully trained in each treatment listed on the spa menu.
- Ensure receptionists are trained in guest care, treatment benefits, contra-indications for treatments, treatment up selling techniques and retail sales techniques.
- Ensure staff carry out their tasks safely and in accordance with procedures and standards.
- Monitor the morale of staff and motivate where necessary.
- Counsel and advise staff with regard to behaviors that are inconsistent with Pürovel Spa philosophy and standards.
- Caution staff or take disciplinary action should company rules and regulations be breached.
- Advise staff on how they may improve and develop their treatment, communications and guest care skills.
- Assess and appraise staff performance on a regular basis in accordance with company policy.
- Agree achievable goals with staff and create an environment that supports achievement of goals.
- Report all personnel issues to the Management.

#### Inventory control

- Ensure all inventory movements are recorded appropriately.
- Ensure that sufficient stock of therapy and retail products is available at all times.
- Monitor usage of therapy products to ensure correct amounts are dispensed.
- Ensure stock is stored appropriately and securely.
- Coordinate closely the purchasing of OS&E products and other spa items with the Hotel Purchasing Department and Corporate Spa during the pre-opening.

#### Statistics reports

- Ensure the timely delivery of all statistics reports.
- Undertake analysis and interpretation of statistical information for recommending improvements and efficiencies for the business.

#### Marketing and promotion

- Liaise with Hotel Marketing and Public Relations in conjunction with Corporate Spa for the development of short and long-term promotional plans.
- Ensure sufficient stock levels and timely distribution of promotional materials.
- Regularly update all spa staff regarding promotions and marketing initiatives.
- Assist Hotel Marketing and PR team in promoting the spa as needed
- Represent spa in public meetings and related press releases.

#### REPORT LINE & COMMUNICATION

- Report to the Hotel Manager.
- Maintain a cooperative and communicative working relationship with hotel staff and ensure the same for all spa staff.
- Attend a hotel management briefing.
- Update hotel staff of spa promotions.
- Update spa staff of hotel promotions.
- Formulation of policies and procedures for the department. All policies and procedures are to be in line with the company and hotel policies & procedures.

#### Products worked with:

Phytomer

**March 2018 - April 2019 - Spa Manager** at Conrad Manila, Seaside Blvd MOA complex Pasay City, Philippines, (5 Star Hotel Spa)

#### Duties included:

- Knowledgeable of SpaSoft System and Opera
- Promote and sell the services of the Spa and maximize the potential of all sales.
- Regularly monitor the retail sales and retail % of each staff member, providing motivation and training.
- Responsible for maintaining an effective stock control system including stock rotation, inventory and placing orders to par level, reporting cost to Spa Manager. Ensure a par stock appropriate to the business demands.
- Monitor the cost of product and correct usage of therapists.
- Ensure regular stock rotation within every treatment room.

#### FINANCE & COMMERCIAL

- Analyze and prepares KPI, annual Spa Budget profit and lost.
- Ensure that treatment scheduling meets the demands of the guest whilst maximizing revenue and trends are monitored and addressed.
- Plan an annual calendar of events and promotions and to review success with Spa Director
- Ensure the program of activities and events within the Spa are advertised, supported and meet the guests expectations and to ensure that all spa staff understand the content of the program.
- Prepare reports on key operating performance statistics in line with agreed procedures and implement action as discussed with the Spa Director and ESPA.
- Review, monitor and report treatment spend analysis in line with agreed parameters.

#### DUTY MANAGEMENT/OPERATIONS

- Ensure that all agreed operational standards are maintained within the Spa and that any defects are addressed quickly and efficiently.
- Take full management responsibility within the Spa in the absence of the Spa Director, acting as Duty Manager and Spa Representative as required.
- Responsible for Opening/Closing Procedures when on duty.
- Set an example at all times in standards of professionalism, attitude and appearance as required from the staff.
- Provide operational support to all spa departments when required.
- To ensure that all treatments carried out in the spa are in line with agreed ESPA procedures.

#### PERSONNEL MANAGEMENT & TRAINING

- Manage all spa department rotas in line with the operational demands of the Spa and to review these regularly in line with special events, program, visits etc. Oversee attendance sheets, sick leave and holiday arrangements.
- Provide the update to manuals, workbooks, to ensure that all operational procedures are carried out in the

- prescribed manner.
- Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team, who can deliver high standards of service in all areas.
- Develop an annual training plan with spa supervisors and ensure that all employees are trained and developed to meet the needs of the business.

## GUEST & HOTEL RELATIONS

- Initially deal with all guest enquiries, feedback, complaints and issues and to ensure that necessary follow up/action to carry out Oversee Press visits, PR and VIP visits.
- Create and maintain relations with spa guests through having an active presence in key guest areas.
- Create strong relationships with key Hotel departments such as Front Office, Housekeeping and Maintenance.

## Products worked with:

ESPA

**March 2016 - February 2018 - Spa Manager** at Asmara Spa Consultancy Inc, Marco Polo Ortigas Manila and Novotel Manila Araneta Center, Philippines, (5 Star Hotel Spa)

## Duties included:

- Knowledgeable of SpaSoft System and Opera
- Promote and sell the services of the Spa and maximize the potential of all sales.
- Regularly monitor the retail sales and retail % of each staff member, providing motivation and training.
- Responsible for maintaining an effective stock control system including stock rotation, inventory and placing orders to par level, reporting cost to Spa Manager. Ensure a par stock appropriate to the business demands.
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**Products worked with:**

Algotherm

**October 2013 - January 2016 - Spa Manager** at Al Faisaliah Spa by ESPA, Riyadh, Saudi Arabia, Saudi Arabia, (5 Star Hotel Spa)

**Duties included:**

- Supervises the handling of all massages as per ESPA standards. Maintain and keep all spa area clean at all times.
- Control all spa operational products stock. Maintain records and submit inventory sheet every month to the Spa Director.
- Ensure always courteous and friendly to guests, attentive to their needs, handle problems in a professional manner and are conscious of the importance of safety.
- Responsible for the cleanliness, maintenance and preparation of all treatment rooms and all equipments to be used in the daily operation.
- To liaise with the Hotel Engineering department and Housekeeping Manager and to ensure that all Spa areas including Pools, Steam and Sauna facilities are clean and well maintained.
- Report to the Engineering Manager any faults, defects or maintenance requirements within the Spa and Massage areas.
- Responsible in the event of staff sickness, emergency etc. to carry out other duties in any part of the Spa area as requested by the Spa Director.

**Products worked with:**

ESPA

**October 2013 - January 2015 - Spa Manager** at Al Faisaliah Spa by ESPA, Riyadh, Saudi Arabia, Saudi Arabia, (5 Star Hotel Spa)

**Duties included:**

- Responsible for all aspects of the Spa Operation, supporting the Spa Director in driving key elements such as marketing and promotions, operating criteria, programming, budgeting, VIP guest visits, staff relations and training.

**KEY AREAS OF RESPONSIBILITY****SPA & RETAIL SALES/STOCK**

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## HEALTH, SAFETY & HYGIENE

- Ensure that all Hotel and ESPA Health and Safety guidelines are adhered to and that all new staff receives instruction in these as part of their Spa Induction program.
- Ensure that the Spa's cleanliness and image are in line with agreed standards and are reviewed with key staff regularly

### Products worked with:

ESPA

**February 2013 - August 2013 - Spa Manager** at Clarins , Makati , Philippines, (Day Spa)

### Duties included:

- Oversees the spa operations including its programs, services, facilities and staff.
- Meets the objective of meeting revenue targets and ensuring guest satisfaction and positive publicity.
- Implement procedures for accurate inventory control and monitoring and sets orders to supplier
- Prepares and send KPI, P&L, staff performance and training report to principal.
- Ensure that industry standards and practices are followed and maintained.
- Implement of promotional activities and other marketing strategies.
- Responsible for achieving sales target every month.
- Monitor financial performance of the Spa ensuring revenue goals and cost control measures are achieved.
- Administer staff and client scheduling for maximum revenue generation and profitability.

### Products worked with:

Clarins

**July 2010 - December 2012 - Treatment Manager / Spa Trainer** at Centre de Sante International Wellness Institute Inc, Quezon City, Philippines, (College)

### Duties included:

Spa Consultancy

- Design spa menu, treatments, and other product offerings.
- Develop SOPs and guidelines for spa treatments
- Develop procedures for accurate inventory control and monitoring.
- Develop and implement of promotional activities and other marketing strategies.
- Develop and implement training manuals.
- Teaches different spa treatments such as facial, body treatment and body massages.

- Prepares training plan, outline and daily lesson plan as required. Provide course training schedule and outline on the first day of class.
- Maintains and ensure consistency between the course training schedule and daily lesson plan
- Prepares and administers examinations, student's homework, and other teaching aids needed to fulfill objectives of the course.
- Set up classroom, equipment, etc in preparation for the class.
- Maintain accurate records of attendance, daily training evaluation reports and certificates in a timely manner to Admin Officer.
- Maintain clean and professional learning environment.
- Attends all scheduled in-service activities, meetings, and completes all scheduled/assigned activities in support of individual staff development plan.
- Prepares promotion and marketing technique with corresponding plans and actions to achieve revenue/students target.
- Maintain a positive attitude and contribute toward a quality work environment.
- Maintains discipline and enforce school rules and regulation.
- Always show a sincere interest in all of your students regardless of their race, appearance, sexual preference, or level of intellect.
- Exhibit and enforce proper conduct and discipline at all times.
- Communicate to management any and all occurrences involving student or staff that requires attention.

#### Projects:

- Set-up and Training of Spa at Peninsula Makati (2012)
- Set-up and Training of Me Time Spa in Quezon City (2012)
- Set-up Assistance of Utopia Spa in San Juan City (2012)
- Set-up and Training of Cut Loose Salon & Spa at Makati City (2010)

#### Products worked with:

**September 2009 - May 2010 - Assistant Manager** at Steiner Ltd, USA, (Cruise Ship)

#### Duties included:

- Handles the reception/booking if the manager and receptionist are not around.
- Monitor and maintains stock inventory and requisition of massage, beauty, salon and gym supplies.
- Constantly checks the rooms, bed set up, displays, salon and gym in accordance to company's standard.
- Ensures cleanliness and orderliness of the spa in accordance to administrations standard.
- Regular check up of the equipment and facilities, and prepares report for repair or replacement if necessary.
- Provide orientation to newly embark staff and familiarization to some equipment and facilities in the spa.
- Provide technical training emphasizing to what each member needs.
- Conduct meetings at least twice per cruise with the team.
- Handles and prepare daily/cruise target for each member of the team.
- Checks daily/cruise sales report of each member of the team
- Prepares promotion, specials and marketing technique to achieve team cruise target.
- Interacts with all guests at all times to gather comment and suggestions regarding services in the spa.
- Report major issues, work performance and concerns of each member of the team to the manager.
- Constantly consult the manager.

#### Products worked with:

ELEMIS

#### Education and Qualifications:

**2006 Department of Health, Manila**

LMT

Licensure for Massage Therapy

**1999**

Bachelor of Science in Physical Therapy

**1999 Unciano Medical Colleges**

Bachelor of Science

Physical Therapy

**1999 Unciano Medical Colleges**

Bachelor of science in Physical Therapy  
**1999 Unciano Medical Colleges**  
BSPT

## **Product Training:**

**July 2014 Elemis and ESPA**

Location: ESPA in Farnham UK

Location: Steiner Training Academy in UK

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ESPA Basic and Advabce Treayments

ESPA Directors Training

Elemis Face and Body Treatments

Mandara Spa Treatments

CV created at [www.spastaff.com](http://www.spastaff.com)

