

Curriculum Vitae

Male

D.O.B. 26 July 1967

Number of years working in industry: 31 years 10 months

Candidate ID Number: 17296

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Regional Senior Manager, Spa Director

Personal Statement

Commencing my career in food and beverage I worked my way through the ranks from Commis Chef to Senior Sous Chef, realising that this role was not fulfilling me I made a career change, I obtained several qualifications in sports therapy culminating in an International Masters in Sports Rehabilitation. The qualifications and experience I have gained over the years has led to me being more and more heavily connected with all aspects of health and wellness.

Highlights of my career to date:

- A key member of the pre-opening team of Chiva-Som in Thailand
- Managed a number of sports rehabilitation clinics and large fitness-leisure complexes in the UK.
- General Manager of Cleopatra Medi-Spa & Wellness brand in the Middle East with multiple site responsibility and one of the largest health and wellness complexes in Dubai.

Currently I am a senior Projects and Operations Manager with Regional responsibility for Asia Pacific and CIS regions, I develop spa concepts, negotiate contract, coordinate pre openings and site development while simultaneously managing several international hotel spas.

With this broad and established background, I feel that I have the ability and skill set to meet the criteria of many roles and would welcome the chance to discuss the role, my career path and future plans with you.

Seeking work in UK, international locations and cruise ships

Employment History:

August 2010 - Present - Project and Operations Manager at (most recent employer hidden for confidentiality)
International , Switzerland, (5 Star Hotel Spa)

Duties included:

- Spa Contract negotiations with owners and suppliers in China ME and Europe.
- Research and development, planning and operationally structuring business.
- Project Managing from construction to opening of site
- on site and off site management of spa operations
- Training and development of key staff within the organisation to meet and exceed the business KPI's
- Financial Forecasting, planning and business structuring by location and as a group

March 2007 - July 2010 - GM and Operations Manager at Wafi Hospitality, Dubai, UAE - United Arab Emirates,
(Health Club)

Duties included:

- Tendered operational management of 5-star facilities globally
- Creation of feasibility studies

- Pre-opening and management of new facilities to Leading Spa of the World standards
- Project Management from construction through to operations
- Concept design and implementation to client specification
- Operational management of 8 leading health clubs and spas
- Developed and implemented luxury customer experiences
- Developed the operational policy and procedures
- Maintained health and safety for both internal and external clients
- Developed and managed budgets with an operational turnover in excess \$15,000,000
- Responsible for all national and international marketing plans
- Drafted and implemented professional career training and succession planning for 200+ staff (economic crisis)
- Reformatted budgets to meet the business trends
- Re-allocation of staff and where necessary adjusting the head count
- Ensured that minimal impact occurred with foot fall in the business, 8% loss main spa business and 2% increase health club business
- Reduction of expenditure of \$2,000,000
- Redefined the business target market and adjusted the marketing and business plans accordingly

September 2004 - March 2007 - Owner at Spotted Cow , Farnham, UK - United Kingdom, (Hotel Spa)

Duties included:

Proprietor and Manager

- Refurbished and managed a profitable destination venue
- Increased turnover by £400,000 per annum
- Developed and implemented staff training programs
- Ensured compliance with UK government health and safety standards

December 1998 - September 2004 - Health and Fitness Manager at Guildford Spectrum , Guildford , UK - United Kingdom, (Health Club)

Duties included:

Senior Manager

- Responsible for the well-being of 250 staff and 7500 customers
- Developed and implemented employee and leisure complex quality standards program
- Managed a £1,000,000+ budget
- Responsible for operational capital expenditure, investment proposals and bids
- Project Manager, £500,000 extension; Advisor, £3,000,000 new construction
- Ensured compliance with UK government health and safety standards
- Developed comprehensive business and customer retention programs
- Managed employee career development programs

January 1996 - December 1998 - Clinical Manager at WCA, Hua Hin, UK - United Kingdom, (Day Spa)

Duties included:

Manager

- Development and training of rehabilitation therapists
- Developed rehabilitation business plans
- Managed rehabilitation budgets
- Presented budget reports to WCA Board of Directors
- Responsible for staff training and succession planning
- Treated individual clients

February 1994 - December 1995 - Spa Consultant at Chiva Som , Hua Hin, Thailand, (5 Star Hotel Spa)

Duties included:

Spa Supervisor (Preopening/Opening team)

- Supervised spa pre-opening

- Supervised daily operation
- Recruitment of fitness and spa staff
- Implemented staff training and development
- Developed standard operating procedures
- Procured spa and fitness equipment
- Developed spa computer software program
- Managed pools, gym, sports, beach and spa complex
- Monitored VIP guest and client experiences
- Designed specialised treatment programs for individual clients and groups

Education and Qualifications:

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1994 Raworth College

- International Masters, Sport Therapy Studies
- Diploma, Sports Therapy Studies
- Diploma, Society of Sport Therapists
- Maintain qualifications through annual and continuous professional development training in sports injury management, 1994 - present

Vocational Qualifications

City and Guilds 706 1&2 and City and Guilds 707 1 Chef Qualifications

Assessors Certificate, Mentoring and developing individual training needs to GNVQ Level 4 U.K. Government Standards

Day Skipper (sailing)

Hobbies and Interests

Sailing and water sports

Mountain walking

Exercise in general

Family time with my kids

CV created at www.spastaff.com

