

Curriculum Vitae

Male

D.O.B. 11 September 1979

Number of years working in industry:

17 years 8 months



Candidate ID Number: 173433

Nationality: South African

Language Skills:

Fluent: English, Afrikaans

Good: Dutch

Permitted to work in: South Africa

Position Sought: Spa Consultant, Spa Manager, Spa Co-ordinator, Assistant Manager, Fitness Professional, Receptionist, Retail Professional, Fitness Manager | Wellness Manager

Personal Statement

My best qualities? I'd say my ability to connect with people, stay organized and adapt to challenges. I've found that actively listening to others with understanding helps build trust and good relationships. With an eye for detail and hands-on personality, I like to stay on top of things and make sure everything runs smoothly - its not always the case, but this is the "everyday is not the same" adaption of environment, whether its managing schedules or tackling unexpected situations. I just try to stay grounded and focus on giving my best in whatever I do.

Life goals at present? From fitness program and spa promotion development to guest experience, client relations and team leadership within operations, I am fortunate to have a good understanding of this industry perspective. I aspire to take my leadership skills to Health Club Manager or Assistant Wellness / Spa Manager roles. I am ready!

Employment History:

June 2024 - Present - Wellness and Administrative Coordinator at (most recent employer hidden for confidentiality) Port Elizabeth, South Africa, (Hospital / Medical Clinic)

Duties included:

- 1) Develop and supervise general exercise programs tailored to residents' needs, promoting physical and mental health.
- 2) Manage daily operations, including scheduling, budgeting and record keeping, ensuring smooth facility management.
- 3) Lead a team of 14 staff, ensuring they are well coordinated, supported and motivated to provide the best care.
- 4) Maintain open and empathetic communication with residents and their families, building trust and client relationships.
- 5) Handle emergencies and unexpected situations with effective crisis management and safety protocols.

Career Break - I had completed a contract in the Philippines as Boutique Hotel Manager. I was travelling back home to South Africa, as I secured a position as Wellness and Administration Coordinator.

April 2023 - April 2024 - Front Office Manager at Oceanlodge Tourist Inn, El Nido, Palawan, Philippines, (Cruise Ship)

Duties included:

- 1) Ensured smooth check-ins and check-outs and addressing guest needs promptly to create a positive guest experience.
- 2) Led and managed front desk staff by scheduling, supervising and providing training ensuring friendly, reliable service.

- 3) Managed room revenue, staffing, guest services, and budgets to boost profits and optimizing daily operations.
- 4) Coordinated effectively with housekeeping for efficient room turnover and maintenance teams to quickly resolve issues.

Career Break - Although no break, I transferred to MSC Seaside from MSC Fantasia after 3 months for a more challenging market. This was the best decision between me and management. It was a smooth transfer with only 2 days inbetween.

October 2022 - December 2022 - at Ocean View Spa Management, MSC Armonia - Athens, Philippines, (Hotel Spa)

Duties included:

- 1) Developed tailored personal training sessions for wellness guests and led diverse fitness group classes.
- 2) Conducted wellness workshops educating guests on healthy lifestyle, nutrition, and motivation during exercise.
- 3) Partnered with the spa team to create and promote wellness packages enhancing guest experience and boosting sales.
- 4) Successfully managed the gym reception, queries, guest appointments and scheduling using Fidelio hotel software.

Career Break - During a difficult transition through the pandemic, Covid19.

May 2019 - November 2019 - Fitness Professional at Ocean View Spa Management - Mediterranean Shipping Company , MSC Seaside - Miami, USA - United States, (Cruise Ship)

Duties included:

- 1) Developed tailored personal training sessions for wellness guests and led diverse fitness group classes.
- 2) Conducted wellness workshops educating guests on healthy lifestyle, nutrition, and motivation during exercise.
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Products worked with:

- Carita Paris - Known for its luxurious facial rituals and anti-aging treatments.
- Filorga - Specializes in anti-aging and targeted wrinkle treatments.
- Collistar - Offers a wide range of skincare products, particularly popular for body treatments.
- Décléor Paris - Famous for its aromatherapy-based skincare rituals.
- Swissline - Focuses on premium anti-aging skincare, often using cutting-edge technology.
- Thalgo - A brand based on marine and algae-based treatments.
- Lajatica - Known for natural, gentle skincare products.

Career Break - Before my embarkation onto MSC Aromia, there was a pandemic, Covid19. As soon as I could back onboard with all the restrictions, I was working again from October 2022

April 2018 - November 2018 - Fitness Professional at Ocean View Spa Management - Mediterranean Shipping Company , MSC Seaside - Miami (2), USA - United States, (Cruise Ship)

Duties included:

- 1) Developed tailored personal training sessions for wellness guests and led diverse fitness group classes.
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January 2018 - April 2018 - Fitness Professional at Ocean View Spa Management - Mediterranean Shipping Company , MSC Fantasia - Martinique, France, (Cruise Ship)

Duties included:

- 1) Developed tailored personal training sessions for wellness guests and led diverse fitness group classes.
- 2) Conducted wellness workshops educating guests on healthy lifestyle, nutrition, and motivation during exercise.
- 3) Partnered with the spa team to create and promote wellness packages enhancing guest experience and boosting sales.
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Career Break - End of contract vacation

May 2010 - November 2017 - Fitness Consultant at Small Business Owner in Personal Training, Port Elizabeth, South Africa, (Home/Mobile)

Duties included:

- 1) Designed tailored workout schedules for busy professionals, maximizing client results and satisfaction.
- 2) Developed wellness program packages, providing nutritional advice, goal setting and motivation for training sessions.
- 3) Established a loyal client base, delivering client-focused services and utilizing feedback to enhance program offerings.
- 4) Managed all aspects of the business, including client acquisition, marketing, and budgeting.

Career Break - Although only 1 month break, I was preparing for a career as a seafarer. With my years of experience in the fitness and wellness industry, I decided to challenge a broader, more diverse experience.

April 2007 - May 2010 - at Idyllic Personal Training Studio, Port Elizabeth, South Africa, (Health Club)

Duties included:

- 1) Customized personalized fitness plans based on client assessments, focusing specific goals like weight loss and rehabilitation.
- 2) Independently sourced personal training clients through proactive outreach and tailored fitness programs.
- 3) Coordinated client schedules, managed multiple sessions, ensuring efficiency and punctuality.
- 4) Developed strong client relationships, increasing retention and referrals while promoting additional services.
- 5) Sustained professional growth, by pursuing certifications in advanced fitness training to offer specialized services.

April 2004 - March 2007 - Fitness Professional at Profiles Health Club, Port Elizabeth, South Africa, (Health Club)

Duties included:

- 1) Designed personalized fitness programs based on client assessments and general goal feedback.
- 2) Managed reception in shifts regarding telephone calls, and administrative duties, including pool duties.
- 3) Coordinated client schedules, managed multiple sessions, ensuring efficiency and punctuality.
- 4) Developed strong client relationships, increasing retention and referrals while promoting additional services.
- 5) Delivered strong communication and client engagement with new contracts and gym orientation.

Education and Qualifications:

2024 Trained in-house. Onboard MSC Armonia, MSC Seaside (2 contracts) and MSC Fantasia. Training provided by Spa Trainer/ Supervisor : Please refer to my references.

not certified (spa)

2024 Udemy Online Courses, South African Registration Credentials available

Certificate in Become a Spa Coordinator.

Wellness | Hospitality

CERTIFICATE IN BECOME A SPA COORDINATOR

- Program Introduction
- Day Spa Manager/Coordinator

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Spa manager who manages a standalone day spa. These types of managers may be required to not only cover the daily operations and staff but also business development, payroll and marketing due to them not being connected to a hotel.

Hotel or Resort Spa Manager/Coordinator

(This includes cruise ships)

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Depending on the size of the company you will be required to manage all areas of your department within the corporation. Your senior manager is usually the GM or Ops manager of the hotel/resort attending regular meetings with all departmental managers. Usually the spa manager will not be required to complete payroll and marketing is largely covered by the sales and marketing department.

Working Spa Manager/Coordinator

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A working spa manager requires the manager to not only run the day-to-day operations of the spa but also manage their own spa. This position is usually in a small spa with less staff and treatment rooms to manage but do not be disillusioned – it requires a very organized and dedicated manager to be able to work as a therapist one moment and be able to switch into management mode the next.

- Spa Etiquette and Client Service
- Spa Concierge Daily Duties
- Reception Area
- Retail Area
- Multi-Purpose Room
- Treatment Rooms
- Wet Area Steam, Sauna, Jacuzzi, Shower
- Grooming Area Locker
- Relaxation Area
- Juice Bar
- Communication Skills for the Spa Concierge
- Conflict & Resolution with Clients, Customers & Team Members
- Methods of leadership for the Spa Concierge

2010

2006 Exercise Teachers Academy - eta College, Cape Town, South Africa. Certification provided.

Certificate in Fitness - FITNESS INSTRUCTOR NQF LEVEL 4

Fitness | Sport Science (SSc)

CERTIFICATE IN FITNESS - FITNESS INSTRUCTOR

- Anatomy and Physiology for Exercise Instructors
- Exercise Screening and Preparation
- Fitness Facility Orientation and Supervision
- Leading Exercise Sessions
- NQF LEVEL 4

1997 Westview High School

- Home Languages (English and Afrikaans)
- Mathematics
- Life Skills
- Life Skills : Natural Science

- Life Skills : Creative Art
- Life Skills : Physical Education

Technical Subject : Welding

Vocational Qualifications

- Diploma of Education, Psychology - November 2024
- Certificate, Fundamentals of Accounting - March 2024
- Certificate, Marketing Strategy to Drive Revenue Growth - March 2024
- Certificate, Leadership Skills & Team Management - March 2024
- Certificate, Salon Management Masterclass - March 2024
- Certificate, Become a Spa Coordinator - February 2024
- Diploma of Education, Hospitality Management - February 2024
- Certificate, Hotel Operations Management - February 2024
- Certificate, Windows Server Administration - June 2023
- Diploma of Education, Computer Networking - March 2023
- Certificate, Fitness Instructor - Nov 2006
- STCW - Refresher on Basic Training - Valid June 2027
- STCW - Security Awareness Training | Seafarers with Designated Duties - June 2027
- STCW - Safety Training for Personnel Providing Direct Service to Passengers in Passenger Spaces - Valid June 2027
- STCW - Passenger Ship Crowd Management Training - Valid June 2027
- STCW - Passenger Ship Crisis Management and Human Behaviour

Hobbies and Interests

I enjoy the outdoors and usually am out trail running or cycling in my free time, and strength and flexibility training is a big part of my weekly routine too.

I am a bonsai enthusiast, and enjoy reading and doing personal research on wellness and fitness integration

CV created at www.spastaff.com

