

Curriculum Vitae

Female

D.O.B. 19 March 1982

Number of years working in industry:

22 years 6 months



Candidate ID Number: 17409

Nationality: Indian

Language Skills:

Fluent: English, Hindi

Good: Tamil

Basic: Italian, Arabic

Permitted to work in: India, UAE - United Arab Emirates

Position Sought: Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist

Personal Statement

Two best qualities of me is Gentle and Patient

Life Goals: To learn more about Spa Industry

To work in Europe Spa's

To train and share my knowledge with others

Seeking work in India, the UAE and other international locations

Employment History:

August 2011 - Present - Spa Manager at (most recent employer hidden for confidentiality) Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

- Effective management of 25 employees 2006-2008 and 18 employees 2008-2010.
- Development and implementation of business plans for the Spa, including Trainings, health and safety, Year Budgets.
- Responsible of Big spa with 10 treatment rooms, Yoga classes, Fitness centre and Wet area.
- Providing support to the spa director or Group Spa Manager in all Spa Operations.
- Staff when hired, are provided with / or have access to a policy and Procedures manual that is reviewed and updated annually.
- Staff's are trained in basic first aid and fire and safety courses.
- All staff passed basic Spa Hygiene test.
- The spa has a monitoring system; for example a check list; for ensuring appropriate control of temperatures in all areas where guests are exposed to high thermal stress (e.g., saunas, steam rooms, whirlpools and exercise rooms).
- Secure lockers and/or safety deposit boxes are available for storage of guests' personal items.
- Responsibility for any loss, damages or personal injury is clearly communicated to the guest.
- Guests are able to express their concerns and suggestions regarding facilities, staff and programming through a feedback system designed to encourage guest feedback.
- Staff are courteous, Helpful, knowledgeable and articulate.
- Staffs are committed to anticipating the guest's expectations and serving them.
- Management and staffs are familiar with basic cultural differences and the ways in which these may affect guest's expectations and behaviours.
- Conducting training classes often for these Subjects : Treatments, Hospitality, Telephone etiquette, Room preparation, preparation of Healthy Juice and tea etc

- Preparing Attractive promotions depending on the season, implementing business and updating Stock Counts, preparing Manager Report, checking daily reports and monthly reports done by Spa Receptionist.
- Smooth Spa Operations, Guest services, handling feed back.
- Dealing with Suppliers and knowing about new Products and selecting products for the Spa.
- Creating Spa Menu and introducing new treatments and products.
- MOD shift twice in a month.
- Sales and marketing assistance to sales/MKTG dept.
- Health Club membership promotions.
- Providing technical

August 2009 - August 2010 - Spa Manager at Al hamra, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

- Effective management of 25 employees 2006-2008 and 18 employees 2008-2010.
- Development and implementation of business plans for the Spa, including Trainings, health and safety, Year Budgets.
- Responsible of Big spa with 10 treatment rooms, Yoga classes, Fitness centre and Wet area.
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- Conducting training classes often for these Subjects : Treatments, Hospitality, Telephone etiquette,

Room preparation, preparation of Healthy Juice and tea etc

- Preparing Attractive promotions depending on the season, implementing business and updating Stock Counts, preparing Manager Report, checking daily reports and monthly reports done by Spa Receptionist.
- Smooth Spa Operations, Guest services, handling feed back.
- Dealing with Suppliers and knowing about new Products and selecting products for the Spa.
- Creating Spa Menu and introducing new treatments and products.
- MOD shift twice in a month.
- Sales and marketing assistance to sales/MKTG dept.
- Health Club membership promotions.
- Providing technical support

Products worked with:

Babor

Bella Lucci

August 2008 - August 2009 - Spa Manager at Coco Spa, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Effective management of 25 employees 2006-2008 and 18 employees 2008-2010.
- Development and implementation of business plans for the Spa, including Trainings, health and safety, Year Budgets.
- Responsible of Big spa with 10 treatment rooms, Yoga classes, Fitness centre and Wet area.
- Providing support to the spa director or Group Spa Manager in all Spa Operations.
- Staff when hired, are provided with / or have access to a policy and Procedures manual that is reviewed and updated annually.
- Staff's are trained in basic first aid and fire and safety courses.
- All staff passed basic Spa Hygiene test.
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- Management and staffs are familiar with basic cultural differences and the ways in which these may affect guest's expectations and behaviours.
- Conducting training classes often for these Subjects : Treatments, Hospitality, Telephone etiquette,

Room preparation, preparation of Healthy Juice and tea etc

- Preparing Attractive promotions depending on the season, implementing business and updating Stock Counts, preparing Manager Report, checking daily reports and monthly reports done by Spa Receptionist.
- Smooth Spa Operations, Guest services, handling feed back.
- Dealing with Suppliers and knowing about new Products and selecting products for the Spa.
- Creating Spa Menu and introducing new treatments and products.
- MOD shift twice in a month.
- Sales and marketing assistance to sales/MKTG dept.
- Health Club membership promotions.
- Providing technical support
- Designed Spa menu/packages.

Products worked with:

Sundari

Jordan

August 2005 - August 2008 - Assistant Manager at Sun Spa, Maldives, Maldives, (5 Star Hotel Spa)

Duties included:

- Effective management of 25 employees 2006-2008 and 18 employees 2008-2010.
- Development and implementation of business plans for the Spa, including Trainings, health and safety, Year Budgets.
- Responsible of Big spa with 10 treatment rooms, Yoga classes, Fitness centre and Wet area.
- Providing support to the spa director or Group Spa Manager in all Spa Operations.
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Room preparation, preparation of Healthy Juice and tea etc

- Preparing Attractive promotions depending on the season, implementing business and updating Stock Counts, preparing Manager Report, checking daily reports and monthly reports done by Spa Receptionist.
- Smooth Spa Operations, Guest services, handling feed back.
- Dealing with Suppliers and knowing about new Products and selecting products for the Spa.
- Creating Spa Menu and introducing new treatments and products.
- MOD shift twice in a month.
- Sales and marketing assistance to sales/MKTG dept.
- Health Club membership promotions.
- Providing technical training all staff.

Products worked with:

Pevonia

Biokos

August 2002 - August 2005 - Head Therapist at Serena Spa Pvt Ltd, Maldives, (5 Star Hotel Spa)

Duties included:

- Effective management of 25 employees 2006-2008 and 18 employees 2008-2010.
- Development and implementation of business plans for the Spa, including Trainings, health and safety, Year Budgets.
- Responsible of Big spa with 10 treatment rooms, Yoga classes, Fitness centre and Wet area.
- Providing support to the spa director or Group Spa Manager in all Spa Operations.
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- Conducting training classes often for these Subjects : Treatments, Hospitality, Telephone etiquette,

Room preparation, preparation of Healthy Juice and tea etc

- Preparing Attractive promotions depending on the season, implementing business and updating Stock Counts, preparing Manager Report, checking daily reports and monthly reports done by Spa Receptionist.
- Smooth Spa Operations, Guest services, handling feed back.
- Dealing with Suppliers and knowing about new Products and selecting products for the Spa.
- Creating Spa Menu and introducing new treatments and products.
- MOD shift twice in a month.
- Sales and marketing assistance to sales/MKTG dept.
- Health Club membership promotions.
- Providing technical training for the team.

Products worked with:

Shehnaz

Traditional Products

Natural products

Education and Qualifications:

2025 Spa

- Diploma
- Spa management
- Massages and facials

2023

- Spa management
- Therapies
- Facials
- Yoga
- Aroma
- Swedish

2013 Academic Esthetic School, Dubai

- Diploma

Spa Management

2002 Capitanio

Diploma in office practice, short hand and computer.

2002 Serena Spa, Maldives

Beauty Therapy

All body and face treatments and Ayurveda

Product Training:

February 2025 Thalgo, maria galland, babor

India

Serena spa

Body massage

Facials

Body works

Yoga

July 2012 Maria Galland

Dubai

Body and face by SA trainer

also Bella Lucci in same hotel.

November 2010 Thalgo

Dubai

One week all body and face

August 2009 Babor

Dubai

Babor training twice by SA trainer for one week by US trainer

June 2009 Sundari

Maldives

One week training from Sundari trainer from US

June 2006 Pevonia

Maldives

Pevonia training by their corporate trainer from Australia for one week.

Vocational Qualifications

First aid

CPR

Hobbies and Interests

Reading books of Saints

Dancing, Singing, Acting, Swimming

