

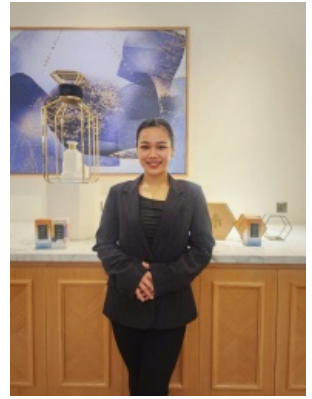
Curriculum Vitae

Female

D.O.B. 19 August 1995

Number of years working in industry:

8 years 11 months



Candidate ID Number: 187207

Nationality: Thai

Language Skills:

Fluent: English, Thai

Permitted to work in: UK - United Kingdom, Thailand

Position Sought: Spa Manager

Personal Statement

Accomplished spa and wellness professional with a track record in premium and luxurious hospitality, including senior roles at Guerlain Spa (St. Regis Doha), Six Senses, and The Rabbit Hotel & Retreat. Recognized for creating exceptional guest experiences, driving revenue growth, and leading multicultural, high-performing teams across international luxury environments. Expertise in service innovation, training design, and operational excellence, with a strong focus on brand performance, guest loyalty, and wellness standards.

Seeking work in national and international locations

Employment History:

December 2024 - Present - Spa Manager at (most recent employer hidden for confidentiality) Belfast, Northern Ireland, UK - United Kingdom, (Hotel Spa)

Duties included:

Planning for and managing the daily business of the Spa across all areas, including Treatments, leading and overseeing all aspects of the business whilst focussing on all standards and facilities.

Management and training of staff in all areas, including front and back of house.

Ensuring that all company Health & Safety policies and procedures are adhered to. Managing daily line-ups and staff briefings.

Ensuring adherence by staff to agreed standards of grooming & appearance, demeanour & behaviour. Managing all hotel guests and visitors using the facilities.

Responsible for the identification of personal training and development needs in relation to your duties and ensuring these are fulfilled in line with the Spa Business Objectives.

Driving daily revenue and encouraging all staff to upsell availability. Understanding all pool plant procedures and ensuring these are followed.

Ensuring all spa maintenance required is completed in a timely manner.

Completing stock take for professional and retail and organising linen order daily

Completing retail incentives chart and monitoring daily sales Managing Staff Rota weekly

Products worked with:

Elemis /Image/ Germaine DeCappucini

March 2021 - December 2024 - Spa Supervisor & Lead Trainer Therapist at The St.Regis Doha Hotel, Doha, Qatar, Qatar, (5 Star Hotel Spa)

Duties included:

Delivered diverse spa services and treatments, consistently exceeding guest expectations and attending to VIP guests' needs.

Lead training initiatives covering treatments, products, services, and protocols, ensuring staff competence and maintaining high standards.

Provided ongoing training and coaching for staff development, offering constructive feedback and continuous support.

Played a key role in inventory management, efficiently overseeing supply orders and restocking to ensure seamless operations.

Collaborated in developing and executing effective marketing strategies and innovative treatment techniques, contributing to revenue growth, increasing retails and sales and spa promotion.

Worked closely with the Spa Director to establish and implement policies, notably creating the Local Standard Operating Procedures (LSOP) to enhance guest experiences.

Ensured workplace hygiene, cleanliness, and safety standards weremeticulously maintained, contributing to a comfortable and secure environment.

Resolve both staff and customer complaints promptly, showcasing strong conflict resolution skills and maintaining positive relationships.

Responsible for overseeing the spa's cleanliness and adherence to high standards, effectively leading the team in maintaining overall areas.

Successfully managed day-to-day operations, including staffing, scheduling, and ensuring optimal efficiency.

Undertook reception duties, opening and closing duties, daily reports and marketing reports, managed customer services, answered phone calls, and managed payment transactions, fostering a seamless guest experience.

Assisted with and managing KIPs Reports, staff rosters, payroll, and attending the the excutive meetings in the absence of the Spa Director.

Involved in new staff recruitment. Coordinated with other departments to complete the tasks when required

Products worked with:

Guerlain

December 2019 - February 2021 - Massage Therapist at Simaisma A Murwab Resort, Doha, Qatar, Qatar, (5 Star Hotel Spa)

Duties included:

Proficiently administered body and facial massages, pedicure, manicure, and treatments adhering to brand standards and protocols.

Effectively managed VIP guests, ensuring their exceptional experience and satisfaction.

Skillfully executed retail and promotional activities within the lobby and public spaces.

Demonstrated strict adherence to brand and hotel Standard Operating Procedures (SOPs) and policies.

Maintained impeccable levels of cleanliness, safety, and hygiene throughout the spa environment.

Ensured vigilant monitoring of facilities and guest areas to uphold hygiene and safety standards, guaranteeing readiness for services.

Assisted at the reception desk, proficiently managing phone calls, bookings, opening/closing reports, and guest escorting.

Conducted monthly inventory checks, contributing to efficient stock management. Delivered in-depth product knowledge during sessions, creating educative, therapeutic, and relaxing experiences for clients

Products worked with:

Subtle Energies/ Guinot/ Rivage

Career Break - Job hunting

January 2017 - July 2019 - Massage Therapist at Thai Orchid Massage, Melbourne, Australia, Australia, (Day Spa)

Duties included:

Performed various massage treatments.

Handled in Front of House as a receptionist such as opening and closing, receiving phone calls, and bookings requirements.

Managed to balance bookings.

Handled daily reports and payments.

Managed full operation in a busy environment.

Recruited and provided trainings for the new staff.

Maintained cleanliness and safety at the workplace and monitored the areas and reported snagging and maintenance issues.

Checking all operation items and stocks.

Handled guest complaints and resolved the problems to meet their satisfaction

Products worked with:

n/a

September 2016 - June 2019 - Massage Therapist at Thai Fusion Massage, Melbourne, Australia, Australia, (Day Spa)

Duties included:

Performed body massage treatments.

Maintained cleanliness at the workplace.

Checked all operation items and stocks.

Handled guest complaints and resolving the problems.

Handled in Front of House as a receptionist such as opening and closing, receiving phone calls, bookings and requirements, managing bookings, daily reports, cash and card handling. Trained new staff onboard.

Products worked with:

n/a

Education and Qualifications:

2023 Spa Education Academy, London (Online)

CIBTAC & CIDESCO Level 4 Diploma

Spa & Salon Management

2022 Trained in house (The St.Regis Doha Hotel)

Diploma of Guerlain Beauty Expert

Guerlain Facial & Body Treatments

2023 Spa Education Academy

CIBTAC & CIDESCO Level 4 Diploma – Spa & Salon Management

Outstanding CIDESCO Business Plan Presentation (SEA) 2023

Student of the Group - Spa Education Academy 2023

2019 Royal Greenhill Institute of Technology Australia (RGIT)

Advanced Diploma of Hospitality & Management

Product Training:

**August
2025**

Guerlain Elemis

Elemis - Galgorm Spa Academy April 2025

Guerlain Spa Trainer Training at Guerlain, Paris 2024

Guerlain - Pre-Opening training at The St.Regis Doha Qatar 2021

Elemis: Lift, Sculpt, and Renew & Refine Facial

Elemis: Ocean Wave and Fire&Ice Body massage and Pregnancy massage

Guerlain: All Facial & Body treatments, products and retail training, make-up training

Vocational Qualifications

- TOPPs By Marriot, 2022

- Certificate in Languages Methodology for Community Language Teachers 2019 (Deakin University of Burwood, Melbourne, Australia)

- Diploma of Hospitality Management 2018 Certificate III and IV in Commercial Cookery 2017 (The Imperial College of Australia)

Hobbies and Interests

Hiking, Thai Boxing, Exercise, Travel

CV created at www.spastaff.com

