

Curriculum Vitae

Male

D.O.B. 28 August 1982

Number of years working in industry:

12 years 1 month



Candidate ID Number: 18923

Nationality: British, Egyptian

Language Skills:

Fluent: English, Arabic

Permitted to work in: Italy, France, Egypt, UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Salon Manager, Assistant Manager, Treatment Manager / Spa Trainer

Personal Statement

Seeking to work in the UK, Egypt, International Locations and Cruise Ships

Employment History:

August 2021 - December 2023 - Spa Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Maintaining Brand stander of The spa.

Delivery of five star customer service

Trad VIPs, celebrity clientele

Assist Spa Manager in the day to day operation of spa

Stock control and ordering

Laise between therapist and management

Train new staff

Meeting a greeting Day spa Packages ensuring day runs smoothly

Participate in team meeting and 121's

Deal with guest complains

As a member of the hotel senior management team I had sole responsibility for the smooth and efficient day to day running of the spa

Management of seven spa staff.

Attended daily management meetings whereby I raised important events, daily treatment bookings, maintenance issues and what plans I had in place to keep the spa on financial track.

Hands on responsibility for ensuring high standards of cleanliness in the spa.

Discussed with my team the daily treatment schedule ensuring each therapist understood their daily tasks.

Welcomed the guests to the spa and promoted a positive experience before during and after treatment.

Arranged for agency staff to cover busy periods as and when necessary.

My day was completed at 10pm with an email to the hotel manager advising of the day's events and the following day's schedule, highlighting any concern

Work along with finance to Set up spa budgets.

Career Break - Job hunting

October 2018 - April 2021 - Assistant Manager at The Connaught Hotel , London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Maintaining Brand standards of Hotel
Delivery of five star customer service
Treating VIPs, Celebrity clientele
All aspects of Beauty Therapy
Assisting Spa Manager in the day to day operations of spa
Helping in the process of recruitment - trade testing
Meeting a greeting Day Spa Packages ensuring day runs smoothly
Participate in team meetings and 121's
Liase between therapists and management
Stock control and ordering
Preparing for events and promotions
Train new staff
Helping doing the rota

Career Break - Job hunting**April 2016 - March 2017 - Senior Therapist** at Dolphin square , London, UK - United Kingdom, (5 Star Hotel Spa)**Duties included:**

Maintaining Brand standards of Hotel
Delivery of five star customer service
Treating VIPs, Celebrity clientele
All aspects of Beauty Therapy
Assisting Spa Manager in the day to day operations of spa
Helping in the process of recruitment - trade testing
Meeting a greeting Day Spa Packages ensuring day runs smoothly
Participate in team meetings and 121's
Liase between therapists and management
Stock control and ordering
Preparing for events and promotions
Train new

Products worked with:

La Sultan de Saba

moroccan oil

aroma therapy

January 2015 - March 2016 - Head Therapist at four seasons hotel, hampshire, UK - United Kingdom, (5 Star Hotel Spa)**Duties included:**

Spa therapist four seasons hotel Hampshire, England

Since joining the four seasons family in January I have embraced the new products and treatments of the spa , I attended the informative ESPA training course, I now have knowledge of ESPA products and their benefits, I was selected by spa director to create and develop a new summer spa treatment using the 'summer down mint' product, This has been a welcomed addition to the range of relaxing Massage and spa packages
<http://www.fififriendly.co.uk/2015/07/four-seasons-hampshire-summerdown.html>

I am proud to be regularly acknowledged by positive guest praise. The following comments have been received in the recent weeks (I would like to thank you for recommending Ahmed as my masseurs, he was one of the nicest people I've met in awhile and extremely good at his job, it was without doubt the best massage I've ever had - Ahmed masseur is fantastic , would recommended him highly)

During my time at the Hampshire spa I have been encouraged to develop my professional skills and nurture my desire to excel in all I achieve and to progress in my career

Career Break - Job hunting**September 2013 - August 2015 - Spa Manager** at amanjena hotel , marrakesh, Morocco, (5 Star Hotel Spa)**Duties included:**

Spa Manager at the Amanjena Hotel – Marrakech (Morocco)

As a member of the hotel senior management team I had sole responsibility for the smooth and efficient day to day running of the spa and management of seven spa staff. I attended daily management meetings whereby I raised important events, daily treatment bookings, maintenance issues and what plans I had in place to keep the spa on financial track.

Following the meeting, I had hands on responsibility for ensuring high standards of cleanliness in the spa. I discussed with my team the daily treatment schedule ensuring each therapist understood their daily tasks. I welcomed the guests to the spa and promoted a positive experience before during and after treatment. I arranged for agency staff to cover busy periods as and when necessary. My day was completed at 10pm with an email to the hotel manager advising of the day's events and the following day's schedule, highlighting any concerns.

Main achievement: I increased productivity by 20% in my first three months. This was achieved by observing existing working practices and not being afraid to challenge and improve them by making significant changes. I introduced additional training for my team. I introduced regular team meetings to identify existing issues and listen to positive ideas for change. I had the daunting task of having to fire a member of the spa team because she was not competent but I understood that her lack of professionalism impacted on the rest of the team and the hotel as a whole.

September 2012 - August 2013 - duty manager at equinox , LONDON, UK - United Kingdom, (Health Club)

Duties included:

Duty manager at the Equinox leisure club and spa – High Street Kensington, London

Manage a team of five cleaning staff ensuring that the facilities were maintained to a high standard.

Agree a rota that suits all participants and serves the best interests of the leisure club.

Ensure health and safety practices were adhered to at all times reporting any malfunctions to senior management.

Main achievement: During a time of staff shortage due to sickness and leave, I covered all missing shifts myself often leading to working 12 hour days. This ensured the consistent smooth running of the facilities and avoided any complaints from members regarding untidy changing areas and dirty fitness facilities.

Products worked with:

non

September 2009 - August 2012 - Massage Therapist at the connaught hotel, london, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Spa attendant and spa therapist at the Connaught Hotel – Carlos Place, Mayfair, London

I started my three year career at the Connaught as a spa attendant. I gained my professional and expert knowledge of massage therapy whilst working as a massage therapist in four and five star hotels in Sharm El Sheikh, Egypt. My knowledge was enhanced whilst working at the Connaught and empowered me to seek promotion to spa therapist after just 12 months.

In addition to body massage, I also carried out body scrubs, body masks and facials.

As a spa attendant I carried out swimming pool and spa water treatments (level 1 and 2).

Main achievements: I was chosen by senior management to travel to the Amanjena Hotel in Marrakech. The Amanjena spa provides a full range of Aman treatments as does the Connaught. I had sole responsibility to train six spa staff in six days covering a full range of treatments. I was personally thanked by the hotel general manager. My professional attitude and commitment to the task rewarded me with the one year contract as spa manager in 2013.

Whilst working as a spa attendant, I featured in a positive "Day Spa" magazine article written by Tracy Morin.

Products worked with:

sodashi

aman product

elemis

Education and Qualifications:

2003 Tanta University, Tanta, Egypt

Degree (merit pass)

Physical Education

Included intro to leisure/functional anatomy/principles of

matches, fields & courts competitions, water sports/
psychology of sports leadership/leisure programmes/
field training/sports activity admin/sports training/sports
physiology/health education and more..

2003 Tanta University, Tanta, Egypt

Bachelor degree of science in physical education

Bachelor degree of science in physical education - Achieved a merit pass for subjects including intro to anatomy and physiology and health education.

2003 tanat univesity

Bachelor degree of science in physical education

1998 El Sadat Secondary School, Tanta, Egypt

Arabic, Science Environment & Geology, Chemistry,
Biology, English, French, Maths

Product Training:

**March
2015**

espa

espa tranining center
face and body treatment

**August
2009**

Aman product sodashi product

at the connaught hotel

- Thai and sports massage
- Hot stone massage
- sport massage
- Full body scrub
- Body masks
- 4 type of facials
- TCM massage (traditional Chinese medicine)
- Injury prevention massage
- Chosen to attend the Amanjena Spa in Morrocco to train the spa team in a range of spa therapies (six day attachment)
- Swimming pool and spa water treatments (level 1 & 2)
- I featured in a "Day Spa" magazine article written by Tracy Morin
- The Connaught Spa was a finalist in the Conde Nast Johansens awards for excellence (2011)

CV created at www.spastaff.com

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