

Curriculum Vitae

Female

D.O.B. 02 September 1982

Number of years working in industry:

21 years 1 month



Candidate ID Number: 19614

Nationality: Vietnamese

Language Skills:

Fluent: English

Permitted to work in: Vietnam

Position Sought: Spa Director, Spa Manager

Personal Statement

I am negotiable person, love to learn and deal with people.

I see myself very entrepreneur and always go that extra mile for the sake of positive result, while accomplishing a job at hand.

I have always been appreciated for my passion to create and zeal to learn, as I believe that perfection cannot be attained without experimentation and constant endeavor.

Seeking to work in Vietnam and International Locations

Employment History:

April 2022 - Present - Spa Director at (most recent employer hidden for confidentiality) Phan Thiet City, Vietnam, (5 Star Hotel Spa)

Duties included:

The Wellness & Spa at Movenpick Resort Phan Thiet is located on the 2nd floor. It has 340 sqm floor space and include 6 treatment rooms and Relaxation Area. Private Changing rooms, Beauty Saloon and 200sqm : Yoga room with ensuite Health Club

The Design is rustic, modern, warm and traditional offering Treatments for mind body and soul by certified Therapists.

Familiarize Myself with General Manager - The Owner - Constructors - Designer team and Regulations

Strategic Planning

Design and Technical Services

Purchasing

Move in / Handover

Lighting and Sound

Human Resource & Recruitment

Administration Finance

Information Technologie

Strategies Sales and Marketing Trainings

Set-up Spa / Spa office / Storage

Simulations

Post Opening

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May 2015 - December 2021 - Spa Director at Long Beach Pearl JSC, Ho Chi Minh City, Vietnam, (Day Spa)

Duties included:

Managing 2 spa in Vietnam

December 2013 - April 2015 - Spa Director at The Reverie Saigon Hotel - The Leadinh Hotels of The World , Ho Chi Minh City, Vietnam, (5 Star Hotel Spa)

Duties included:

The Spa at The Reverie Saigon, together with the fitness centre, encompasses 1,200 square metres over two floors.

With 12 private treatment rooms, separate men's & women's steam and sauna facilities, a beauty salon as well as a hair salon, the city's most luxurious spa presents an oasis of calm and rejuvenation in the heart of bustling Ho Chi Minh City.

Its comprehensive menu is centred on holistic therapies that draw from the depths of Southeast Asian spa traditions as well as Western-inspired aromatherapy treatments to relax and rejuvenate mind, body and soul.

March 2010 - July 2014 - Regional Senior Manager at MAI CAT TIEN JSC, Ho Chi Minh City, Vietnam, (Product Company)

Duties included:

Managing 3 spa operations and 1 show rooms in Vietnam

Planning for the new projects

Whole looking for all of spas belonging to company, and all of spas signing the contract for using Glory of New York products.

Co-operate with all of the partners to reach the best solution ways in spa business, and planning for the promotion in each event.

Be expert for all of property menu layout, break cost, head account and over looking to reach the budget.

Especially skilled at building effective, productive working relationship with clients and colleagues. Excellent public relation skills. Proven ability to motivate and work effectively with persons from other cultures and all walks of life. Skilled in working within a foreign environment. A kind of the "Can do" type.

Energetic self-starter with excellent analytical, organizational, and creative skills.

trong experience for spa pre opening

Directing the overall operations and administration of spa department.

Know many kind of spa treatments ,able to train new staff and develop new treatment

Responsible for managing 4 Spa operations and 1 Cosmetic show room , leading a team of 50 associates : Financial, Trainers, therapists, receptionist and housekeepers.

Conducts staff evaluations in a fair and timely manner

Strive to ensure that the spa consistently achieves minimum team productivity and retail goals.

Highly motivated, creative and versatile. Getting on well in decision making and dealing with different cultures & nationalities

August 2006 - March 2010 - Assistant Manager at Sheraton Saigon Hotel & Spa , HCM, Vietnam, (5 Star Hotel Spa)

Duties included:

As the title is Assistant Manager but i cover the job as the Spa Manager , as below details:

Make reports to the Director of Rooms

Attend meetings and briefings by department head as scheduled.

Attend all training programs designed for me and all other managers.

Ensure that the safety policy and procedures are effectively communicated to all employees and contractors.

Ensure that safety procedures and other safety information is complied with.

Ensure that safety issues are resolved in consultation with employees.

Set up the norms and procedures of my department according to the specifications of the hotel; ensure that these norms and procedures are followed through.

Control cleanliness of my work area, equipment and material.

Control and apply strictly all safety and hygiene policy, regulation and procedures of the hotel.

Check that tasks are accomplished accurately by the staff.

Prepare the schedule of the staff.

Transmit my knowledge to the staff to improve their performance and correct them if necessary.

Prepare all the necessary documents for the day to day operation and assign the tasks to my subordinates.

Handle and solve special requests and complaints.

Organize periodical meetings for all Spa staff.

Promotes Spa, corporate membership links, local community, or trade organizations; internal marketing, promotions and merchandising functions of the business.

Develop formal training plans and conducts on the job training sessions for Spa employees.

Verify that therapists carry out treatments according to Spa procedures

Ensure that all employees report for duty punctually wearing the correct uniform and nametag at all times.

Assist in the building of an efficient team of employees by striving to maintain standards of excellence.

Conduct employee evaluations for all Spa positions, review existing performance and identify any areas for further development and improvement.

Interview potential new employees in liaison with the personnel department.

Supervise departmental orientation programs for new employees.

Conduct training courses for new employees and a regular “refresher” course for existing employees.

Offer suggestions and makes recommendations to the management on ideas for improving the spa operation and performance.

I am responsible to monitor Spa Department. I am in charge of the training program of the different section under my supervision and responsible for the guest's satisfaction in accordance with the Hotels standard.

I am accountable for ensuring all Spa staff are capable and proficient in all their respective duties and day-to-day operational activities to meet with the Spa's Objectives and standards.

Control the Spa department, expenses to a minimum level and maximize the revenue through treatment and product sales.

Products worked with:

Thalgo

August 2004 - August 2006 - Spa Supervisor at Six Senses Evason Hideaway Resort & Spa , Nha Trang , Vietnam, (5 Star Hotel Spa)

Duties included:

Manage the day to day operation of the SPA ensuring coordination between the SPA Receptionists and Therapists.

Coordinate and regularly meet with the SPA Manager/ Director of Rooms to discuss operational concerns.

Ensure that all relevant information is passed on to other SPA Associates. Anticipate guest's needs through observation and offer prompt, efficient service either personally or through effective communication with other associates.

Motivate and train (including certification) all SPA Receptionists to attain the highest standard of excellence in service, attitude and monetary returns for the Hotel.

Work closely with the SPA manager to achieve the maximum standards and best level of coordination in guest services to the comfort and well being of the guest. Submit and monitor monthly manpower budgets and rosters for all SPA Associates.

Monitor and submit Associates’ timesheets to Payroll. Be fully conversant with the Emergency Plan of Action. Act as ‘floor monitor’ in emergency procedures. Constantly seek to improve business results with new procedures, methods and policies and make recommendations to the SPA Manager/Director of Rooms. Report and manage incidents, accidents, loss and/or damage to person and property within the premises.

Maintain vigilance over the security of the hotel and liaise with the Security department accordingly.

Handle complaints and take necessary action to ensure guests satisfaction. Maintain excellent product knowledge of the hotel facilities and sell hotel outlets to generate revenue through commissions.

Ensures that the Six Senses Spa and public areas are kept neat, tidy and clean at all times.

Ensure neat and orderly appearance of staff, record their attendance, accomplishments and endorse finished duties to incoming shift in appropriate log.

Maintain and ensure the proper functioning of the Briefing sheet and see that all SPA Associates’ duties are fairly delegated on a rotation system.

Maintain a good rapport with the clients and identify potential business for the hotel.

Disseminate such information accordingly.

Coordinate with other departments with regards operational requirements particulalry with Fianance in terms

Oversee and supervise the duties and functions of the Spa Receptions and in the absence of the SPA Manager, the whole SPA Operations. Coordinates receptionist duties including answering phone, welcoming guests, taking reservations, accepting payment, selling services and merchandise to achieve the SPA’s Financial Goals and Guest Satisfaction through GSI.

The SPA Supervisor required me to conduct my duties in a courteous, safe and efficient manner, in accordance with the hotel’s policies and procedures, ensuring that a high level of service is maintained.

Education and Qualifications:

2022

2004 Massage course in Nha Trang City

Massage Training

2004 Aviation Training Centre of Vietnam

Major: Electronic Telecommunication

Product Training:

April 2011 Glory of New York

Mai Cat Tien JSC

Get all the benefits of product in each treatment : Body & Facial care

November 2008 Harn & Tharn , Babor , Jurlique

At Saigon Sheraton hotel & Towers

Costing

Raising the Menu services

Facial & body beauty care

October 2006 Sodashi & Dermalogica

At Six Senses Spa in Vietnam

- Facial care: Oily skin , Combination & dry skin, Facial care with warm stone & Eyes care
- Body Scrub & wrap

- Train for Manicure and Pedicure
- Hand paraffin

Vocational Qualifications

Communicating with all walks of life and cultures

Hobbies and Interests

Reading, traveling

Listening music

Yoga

Biking

Swimming

CV created at www.spastaff.com

